

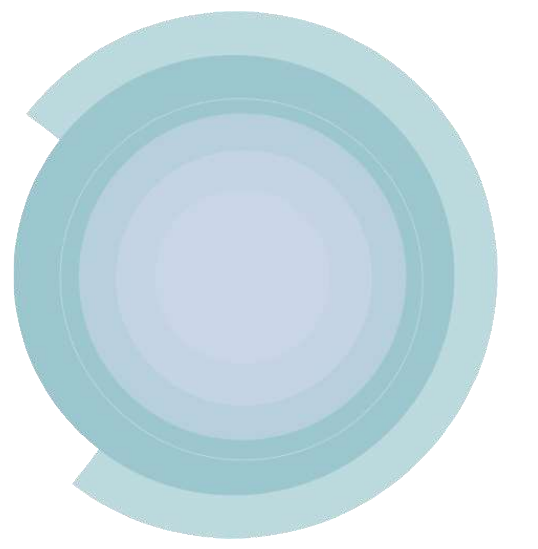
Project Steering Committee Meeting

November 20, 2025



CalSAWS

Agenda

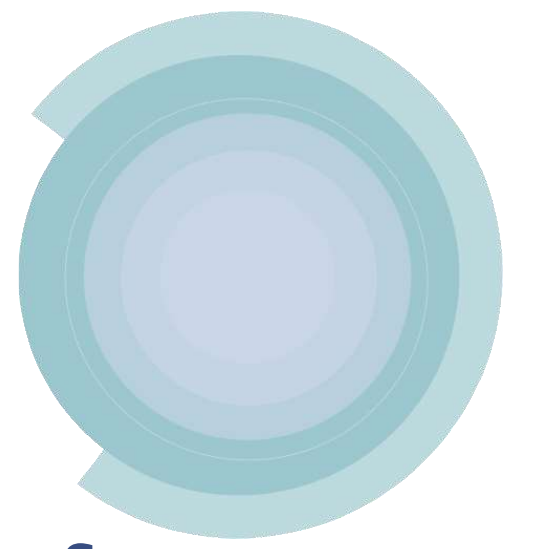


1. Call Meeting to Order.
2. Confirmation of Quorum and Agenda Review.
3. Public Comment: Public opportunity to speak on any item NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.

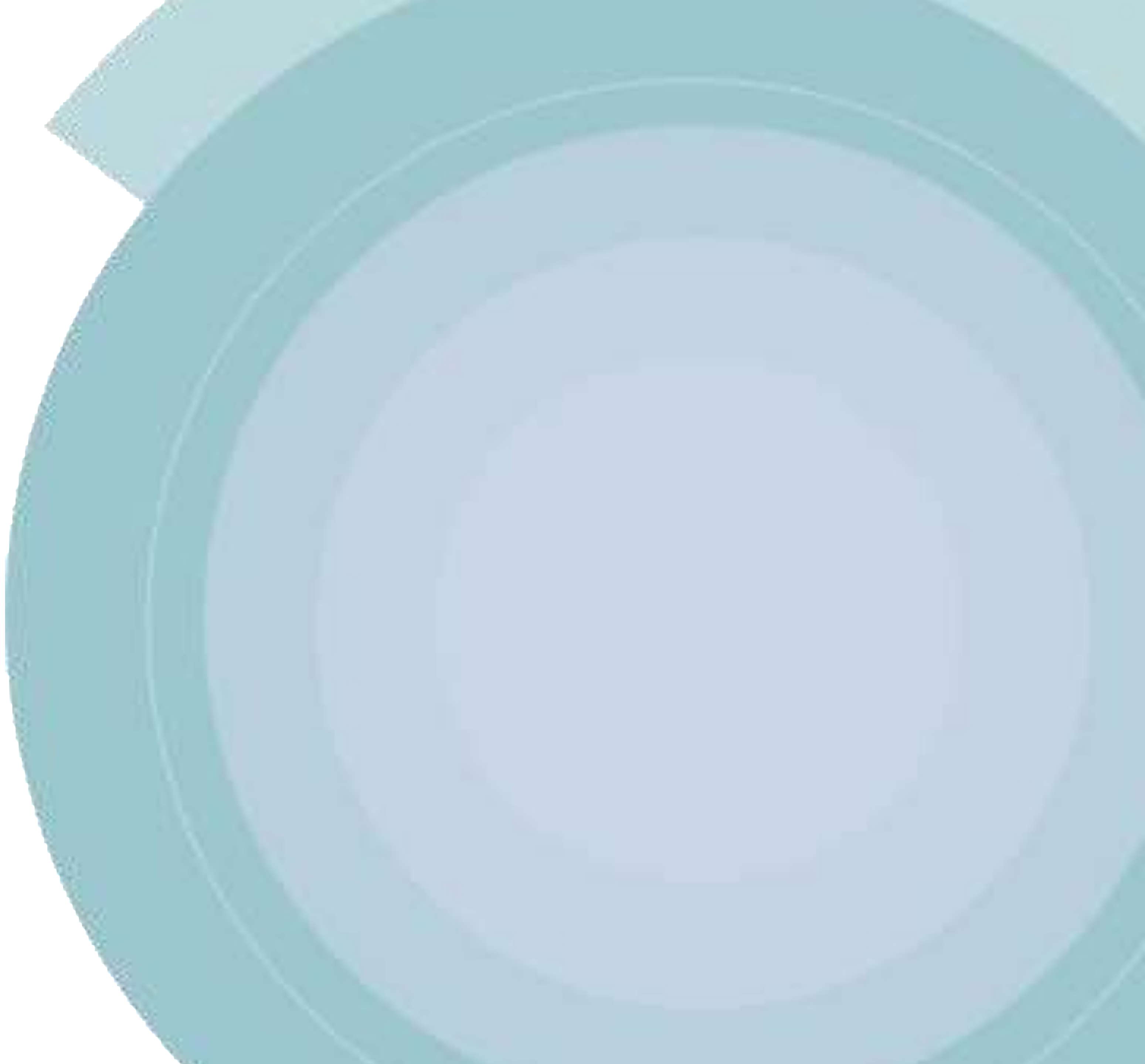
Action Items

Action Items



4. Approval of the Minutes and review of the Action Items from the October 16, 2025 PSC Meeting.

Informational Items



HR-1 Updates

May Revise & HR-1 Policy Roadmap*

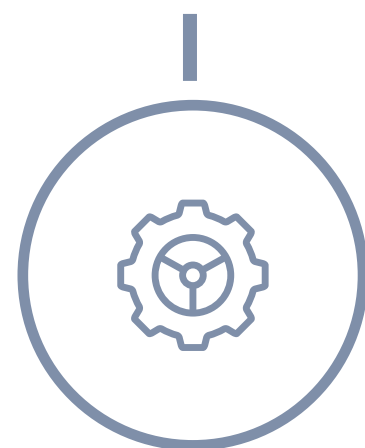


May Revise & HR- 1 Policy Roadmap*

**Jun 15, 2026
(26.06)**

- **CA-293020** - Redefine Qualified Non-Citizen Definition - Policy effective 10/1/2026
- **CA-292997** - Retroactive Medi-Cal Reduced Timeframes

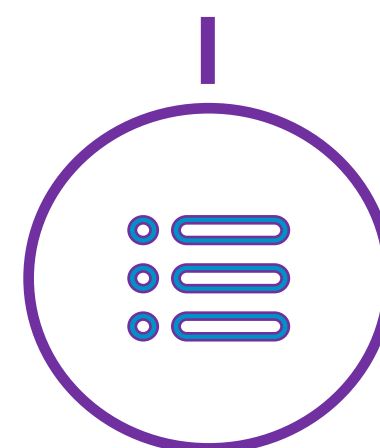
Policy effective 10/1/2026



**Jul 20, 2026
(26.07)**

- **CA-294653** - ACL 25-68 Add CF 1 Threshold Languages
- **CA-293006** - Deceased Member Verification

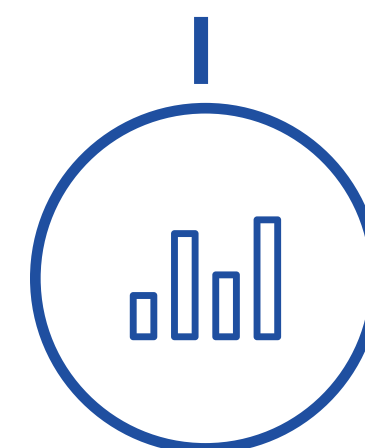
Policy effective 7/1/2025 and 1/1/2028



**Sep 21, 2026
(26.09)**

- **CA-292586** - Work and community engagement requirements for new adult group
- **CA-292582** - Six-month redeterminations for MAGI new adult group

Policy effective 12/31/2026



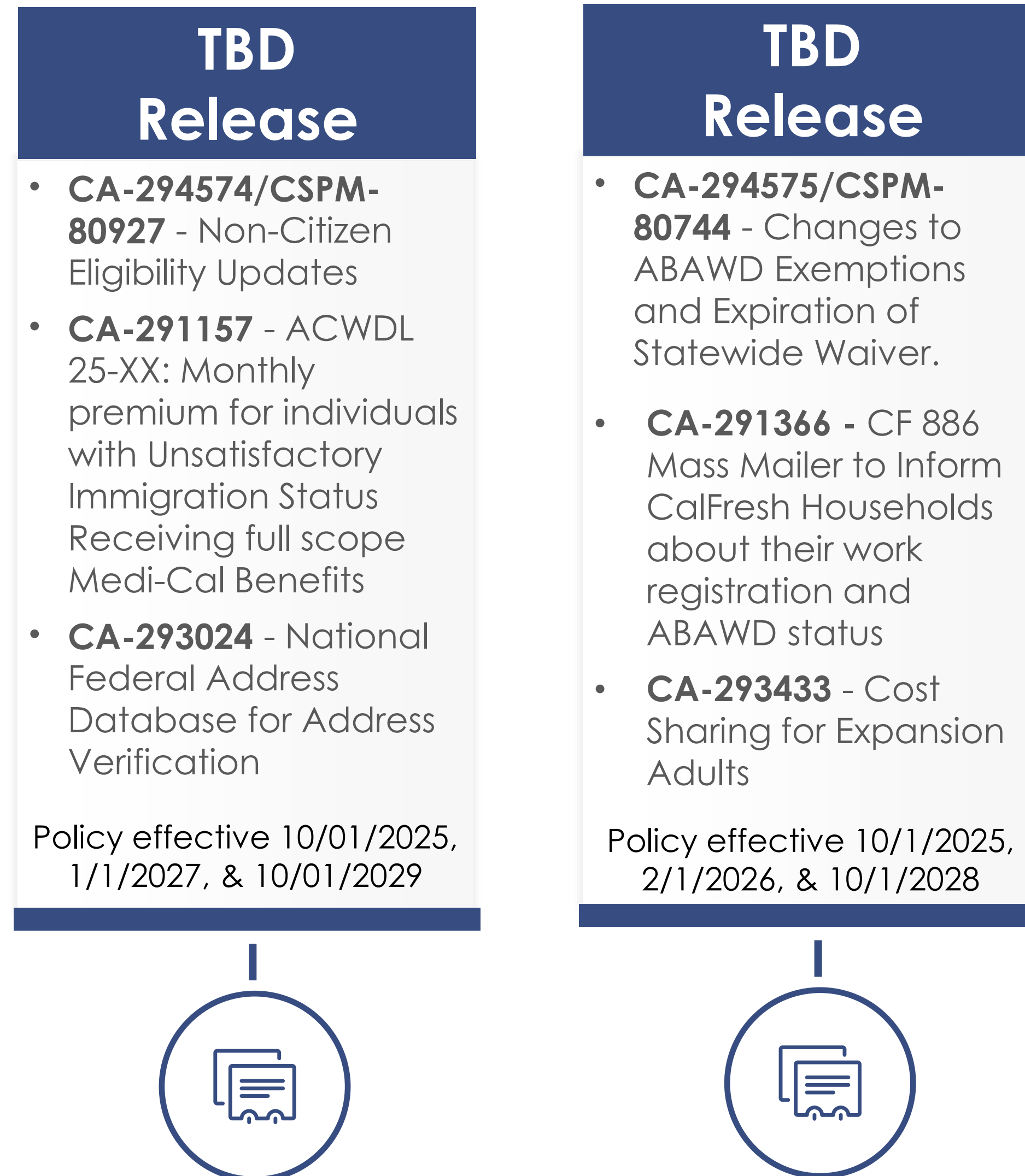
**Nov 23, 2026
(26.11)**

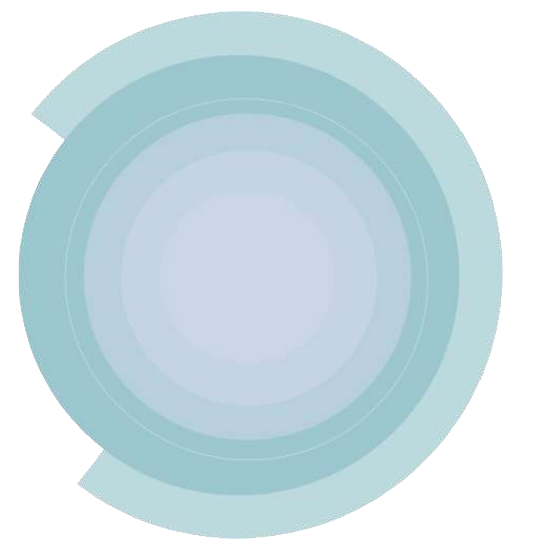
- **CA-286076** - Update the Address Prior to Mailing When an Address Change is Reported by a Third Party

Policy effective 12/1/2025



May Revise & HR-1 Policy Roadmap*





CalFresh System Changes In Progress

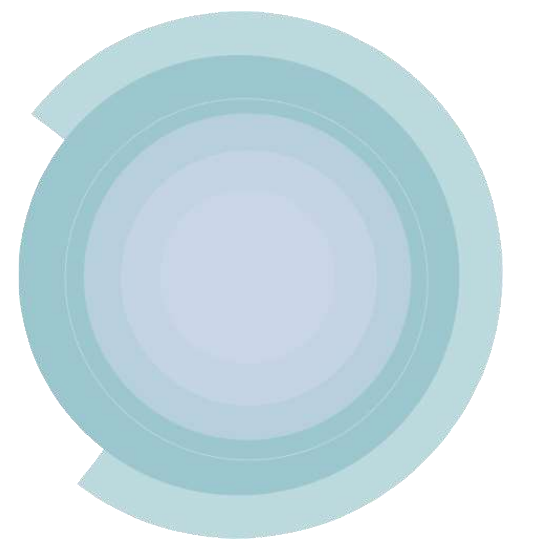
Intended to help address CalFresh Error Rates

January Release 26.01

SCR	Focus Area	Change
CA-288039	CalSAWS doesn't have a CalFresh (CF) Negative Action that shows a household isn't eligible to be considered a separate household.	Add new negative action reason Add new EDBC status reason Add new NOA fragments
CA-261473	The Homeless Shelter Living Arrangement type isn't used for Restaurant Meals Program (RMP) or the Homeless Shelter deduction. The system also doesn't have "Vehicle" as a shelter category.	Create new expense type Update the EDBC rules One time batch EDBC process
CA-224521	When processing a CalFresh over issuance (OI) for a month with an active cash aid overpayment, the system uses the cash aid amount received as income in the CalFresh budget instead of the amount the recipient was eligible for.	Update CF EDBC OI rules
CA-293058	When running EDBC, users must select the program(s) they want to run on the Run EDBC page.	Default the System to Select All Programs When Running EDBC
CA-281496	When a CalFresh applicant misses their intake interview, the system sends a CF 386 Notice of Missed Interview (NOMI). If the applicant doesn't complete the application and EDBC is run to deny it, the system may generate two CF 377.1A denial notices — one for the missed interview and another for a different reason, such as missing verification.	Update NOA fragment rules

March Release 26.03

SCR	Focus Area	Change
CA-273253	When running multi-month EDBC on an intake case, the system applies 10-day NOA rules to months after the Beginning Date of Aid	Update EDBC rules
CA-244153	When running multi-month EDBC, some NOAs aren't generated or sent. The system prevents duplicate NOAs, but if the same reason applies to multiple months, that NOA is suppressed.	Update NOA suppression logic
CA-221893	When running CW/CF EDBC for a prior application month, the system counts cash aid received after that month as unearned income in the CalFresh EDBC.	Update CF EDBC rules
CA-284174	Workers manually process income changes reported in a PVS report.	The SCR design is still in progress
CA-289178	At times, CalFresh households enrolled in ESAP lose their ESAP status when their certification period is set for less than 24 months.	The SCR design is still in progress



CalFresh System Changes In Progress

Intended to help address CalFresh Error Rates

May Release 26.05

SCR	Focus Area	Change
CA-226008	If a household reports a new or changed medical expense that increases benefits, the system applies the increase to the current and remaining months in the payment period.	The SCR design is still in progress
CA-204171	When a child in the CalWORKs and CalFresh AU fails or refuses to provide proof of name or identity, the program fails in error. When adding a newborn, “No SSN” errors prevent the infant from being activated.	The SCR design is still in progress

November Release 26.11

SCR	Focus Area	Change
CA-55143	Several Fiscal, Batch, and Eligibility issues are causing more cases to have skipped benefits: REs are aligning to the wrong months. When TCF converts back to CF, the new RE period overlaps with the SAR or RE due month from the original period.	The design for this SCR has not started

Upcoming Outreach Efforts



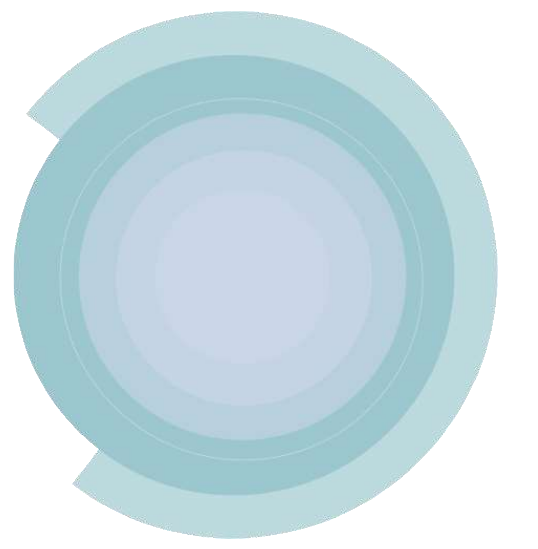
For the SUAS change, the project team drafted a quick guide that outlines the key SUAS functionality. Refer to CIT 0129-25.

For the January 2026 Medi-Cal changes, DHCS along with CalSAWS will host the following DHCS County Workgroup sessions:

- October 14, 2025: a refresher on property policy and entering of property on data collection pages in CalSAWS.
- **October 28, 2025:** This session include property scenarios that includes more complex property evaluation.
- **November 4, 2025:** Overview of the expansion freeze policy
- **December 9, 2025:** Walkthrough of CalSAWS system updates for the expansion freeze, including Asset Verification program.

A Release Broadcast has been distributed to the counties, providing resources related to the January 2026 Medi-Cal changes.

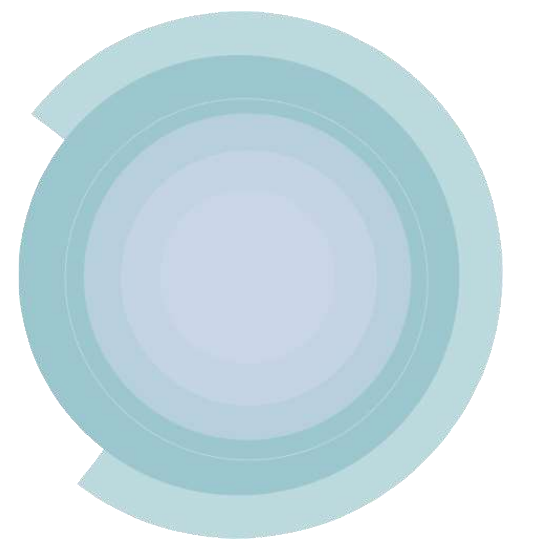
Upcoming Outreach Efforts



The following activities are underway for ABAWD:

- **CalSAWS Learning Engagement (CLE):** Two recorded sessions were held on October 21st and 22nd . **Recording and materials from these sessions are available on the CalSAWS web portal under: *Resources* → *CalSAWS Learning Exchange* → *ABAWD 10-25*.**
- **Policy Review and Training (PRT) Environment:** ABAWD functionality and related batch processes was enabled on 10/27/25 . This functionality will remain active through 1/31/26, after which it will be disabled. CalSAWS Broadcast sent on 10/27/25.
- **Quick Guide/Job Aid:** The ABAWD quick guide was published and updates to job aids are in progress.

HR-1 Adjacent Workgroups



Workgroups

1. CF Processing to reduce Error Rates
2. Ad hoc Reporting
3. ABAWD Enhancement
4. Income Verification
5. Data Analytics – Note all urgent HR-1 reporting needs will go through the HR-1 Ad Hoc Reporting Workgroup, while the Data Analytics Workgroup focuses on the long-term analytics solution.

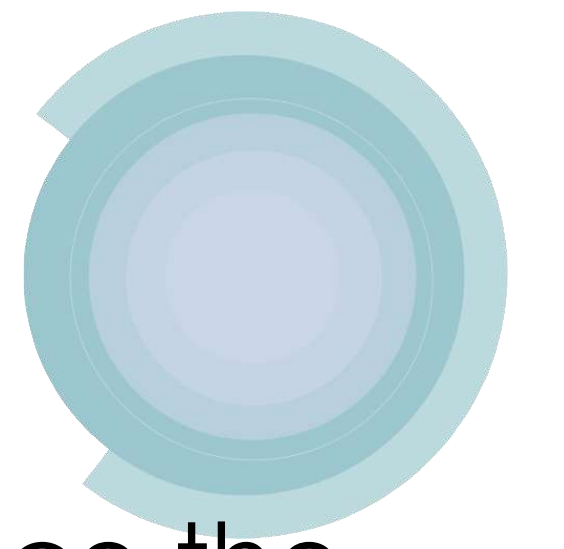
Timeline

- Workgroups 1 – Started meeting on 10/22/2025
- Workgroups 2 – Started meeting on 10/23/2025
- Workgroups 3 and 4 – Kickoff is planned for January
- Workgroup 5 – Started meeting on 10/29/2025

Goal

The first goal is to identify and prioritize requirements

HR-1 Work Group Updates: CF Processing

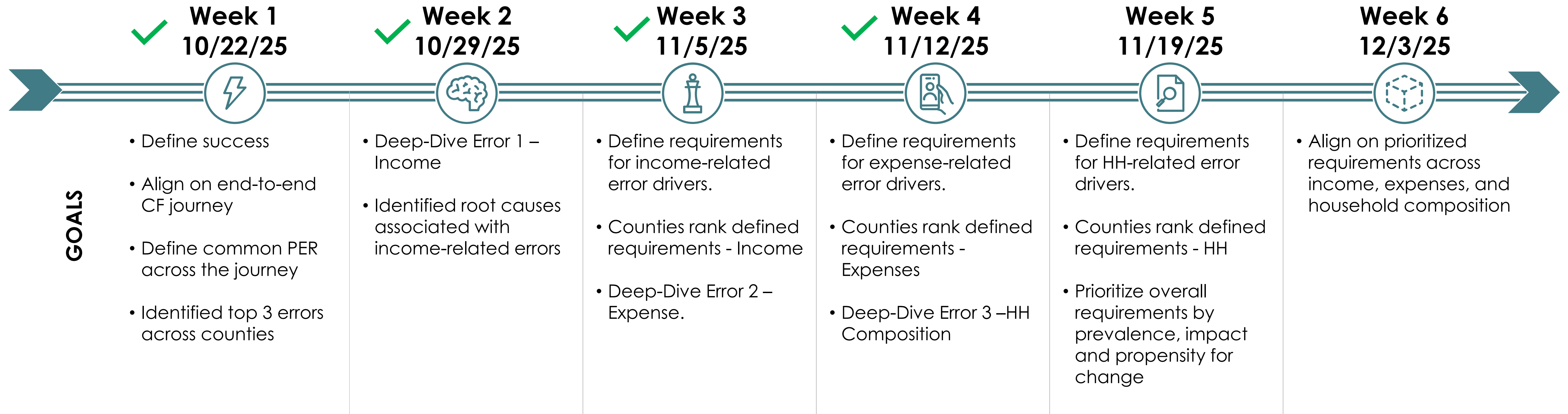


Objective: Gather and prioritize CalSAWS system needs which can help reduce the CalFresh Error Rates in counties.

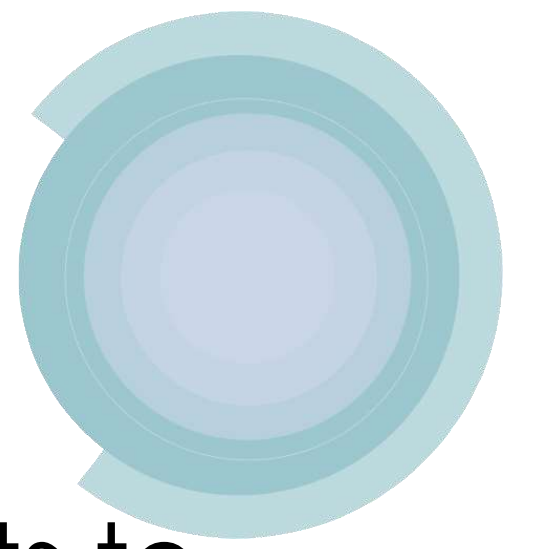


Representation: 16 counties; 6 regions; CDSS and CalSAWS leadership

TIMELINE AND GOALS



HR-1 Work Group Updates: Ad-Hoc Reporting

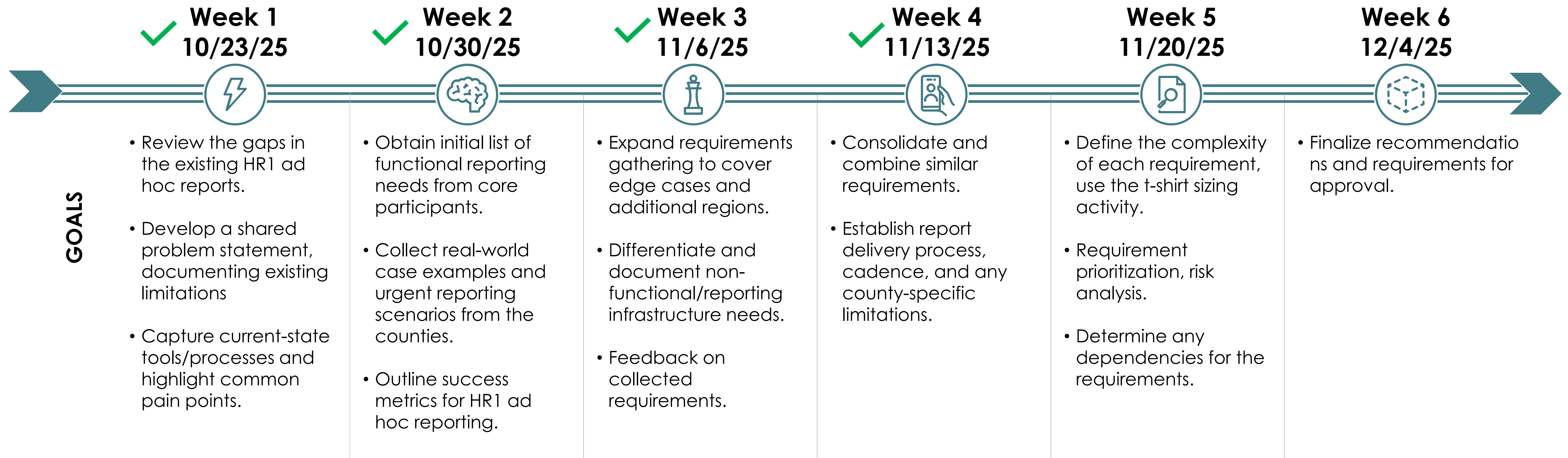


Objective: Gather and prioritize CalSAWS HR-1 Ad Hoc reporting requirements to assist the counties to visualize the populations impacted by HR-1 policies.



Representation: 16 counties; 6 regions; CDSS and CalSAWS leadership

TIMELINE AND GOALS



Release & Policy Updates

Release and Policy Update

Upcoming Releases

**October
Priority Releases**

10/02/2025:

- Generate No Change NOA for CalWORKs Voluntary Mid-Period Actions

10/23/2025:

- ACIN I-48-25 - FFY 2026 Disaster CalFresh COLA

10/30/2025:

- ACL 25-50 H.R. 1 Limits to Standard Utility Allowance Subsidy

**November
Baseline (11/24/2025)
and Priority Releases**

11/24/2025:

- SB 600 - ACL 25-01 - CalFresh Minimum Benefit Adequacy Act of 2023
- 2026 Social Security Title II and Title XVI Cost of Living Adjustments Values (SSA COLA)
- WIC 11203(a) - Apply SSP Only OPA for Specific Programs
- ACWDL 18-02E - Update ICT Document Category Type to Include MC RE Packets
- ACL 25-65 - Resource Limit Increase for CW/RCA

**December
Priority Releases**

12/06/2025:

- 2026 MEDS Renewal, Recon Schedule, RE Packets and Release dates

12/13/2025:

- Batch EDBC to apply 2026 SSA Cost of Living Adjustments (COLA)

12/21/2025:

- ACWDL 25-14: Reinstatement of Asset Limit Test for Non-MAGI Medi-Cal
- ACWDL 25-13: Medi-Cal Adult Expansion Freeze for 19 and Older without Satisfactory Immigration Status

**January
Baseline (1/26/2026)
and Priority Releases**

1/10/2026:

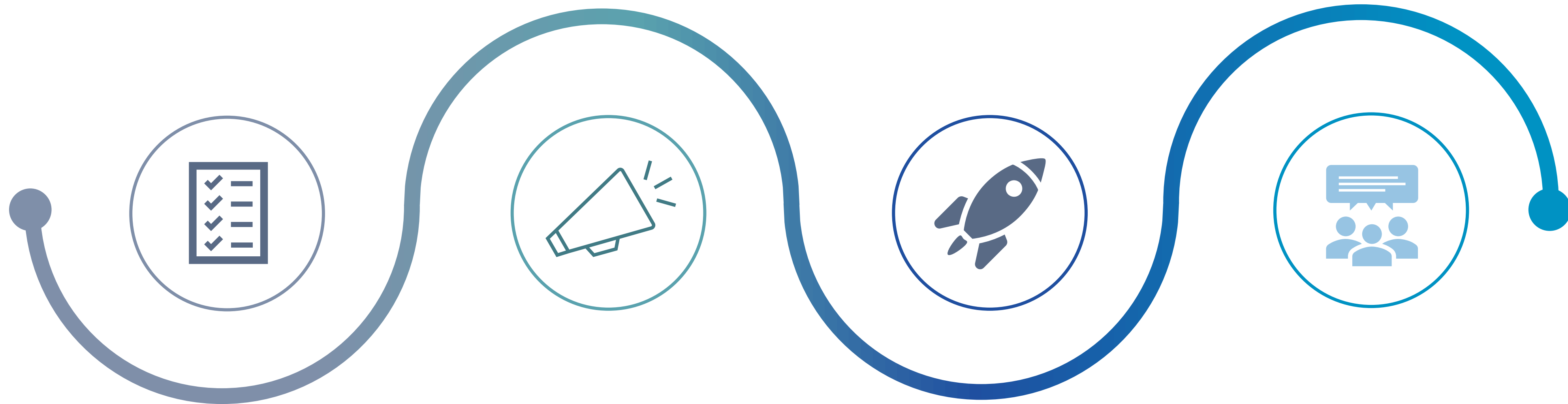
- ACIN I-XX-25 Batch EDBC for 2026 CalFresh SSI COLA
- ACIN I-XX-25 2026 CAPI COLA - Batch EDBC
- H.R. 1 CF 886 Mass Mailer Work Registrant and ABAWD Status

1/26/2026:

- H.R. 1 ACL 25-68 Add Energy Assistance Payments Made Under State Law Income Type
- ACWDL 5-2-2025 - Update RCA and TCVAP Cash Assistance Time on Aid from 12 Months to 4 Months

Release and Policy Update

Upcoming Releases – 25.11



TESTING

System Test, QA, and county validation are all in progress

RELEASE COMMUNICATION

Major Upcoming Changes (MUC): Draft 10/7/2025
Final 10/31/2025

Webcast: 11/04/2025

Newsletter and Release Notes: Week of 11/17/2025

DEPLOYMENT

Greenlight: 11/19/2025

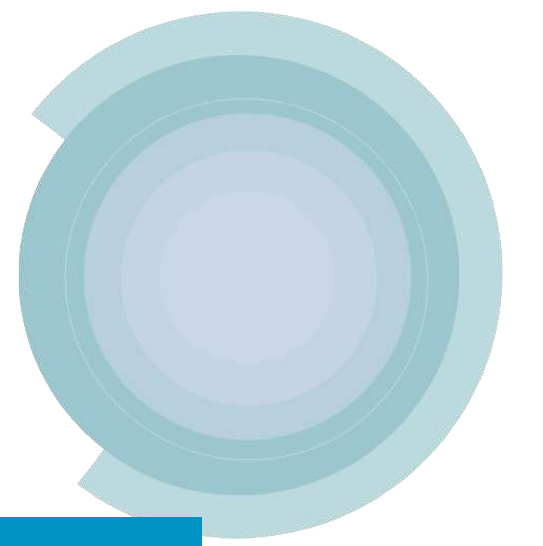
Deployment: 11/23/2025

POST RELEASE

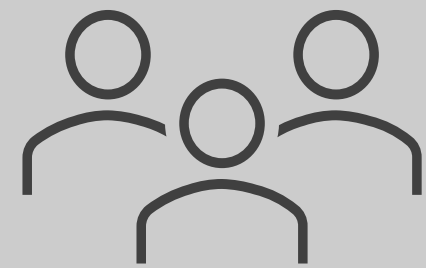
Post-Release Daily calls are scheduled for:
11/24/2025 - 11/26/2025

BenefitsCal Update

BenefitsCal HR 1 Workgroups

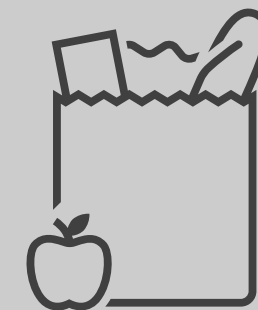


ABAWD Changes



Goal: Identify improved solutions that help customers more easily understand and manage ABAWD requirements.

CalFresh Error Rates



Goal: Gather actionable insights for causes and impacts of CalFresh Error Rates.

TRUV Implementation



Goal: Provide a foundational understanding of TRUV interface and identify key considerations for integration and user experience.

Timeline:

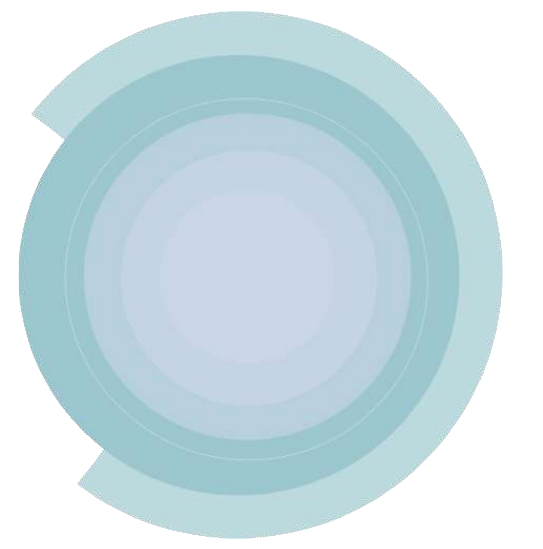
Kick Off – At November UCD monthly meeting

Sessions Begin – Mid-December with identified participants

(Subject to participants' availability)

BenefitsCal Public Facing Enhancements

2025 Q-4 and 2026 Q-1 Public Facing Feature Updates



November Release 25.11

- **Always-On Survey:** Update the Always-On Survey to actively invite users to participate in user-centered design activities.
- **Student Exemption for LPIE:** Modify the student exemption options to include the LPIE exemption during application.

January Release 26.01

- **Two-Step Verification:** Streamline key steps of the two-step verification process during login for a more seamless user experience.
- **RCA Eligibility Period:** Update the eligibility period language for the RCA program to align with policy guidelines.

December Release 25.12

- **Reinstatement of Asset Limits:** Reintroduce the collection of resources, including property and other assets, for Non-MAGI per policy direction.
- **Medi-Cal Renewal Shelter Expense:** Remove the shelter expense collection on Medi-Cal renewal flow.

Collaboration Model Update

TIMELINE

Collaboration Model

Advisory Group

- Subgroup meetings with constituents to craft Initiative Requests (IRs)
- 3 per subgroup

Aug/Sept

Advisory Group

- Subgroups submit up to 3 Initiative Requests to CalSAWS

 Initiative Request Submission Deadline (October 15th)

Nov

IR Review Continues

 IR Presentations/Prioritization

Jan

JPA Update

- Prioritized IRs go to JPA for awareness

Advisory Group Check-In

- Two Options (choose one)
- Monday Sept 22 11am-12pm
- Tuesday Sept 23 10am-11am

Quarterly Stakeholder Meeting

- Wednesday Sept 17 10am

Oct

PSC/JPA Update

-  Collaboration Model Update: Initiative Request Summary & Change Matrix Overview

Initiative Request Packaging and Distribution

- CalSAWS to distribute all Initiative Requests to Advisory Group (distributed October 31)
- 60 Day IR Review Period Begins

Dec

Quarterly Stakeholder Meeting

- Wednesday December 17 10am

Advisory Group Initiative Request Presentations

- Discussion and Prioritization via the Change Matrix
- **January 26, 9am-4pm**

Feb

Collaboration Model – Initiative Requests

Advisory Group submissions

Nine Initiative Requests were submitted:

- CWDA
 - Customer Change Reporting Assistant
 - Enhanced Upload Categorization in BenefitsCal
 - Real Time Secure Upload and E-Signature Link for Client Assistance
- Advocates
 - Language Access
 - Document Imaging
 - Account Creation/Login
- DHCS
 - Improve Application and Renewal Flow
- CDSS
 - Driving Customer Action
 - Improve Customer Verification within BenefitsCal

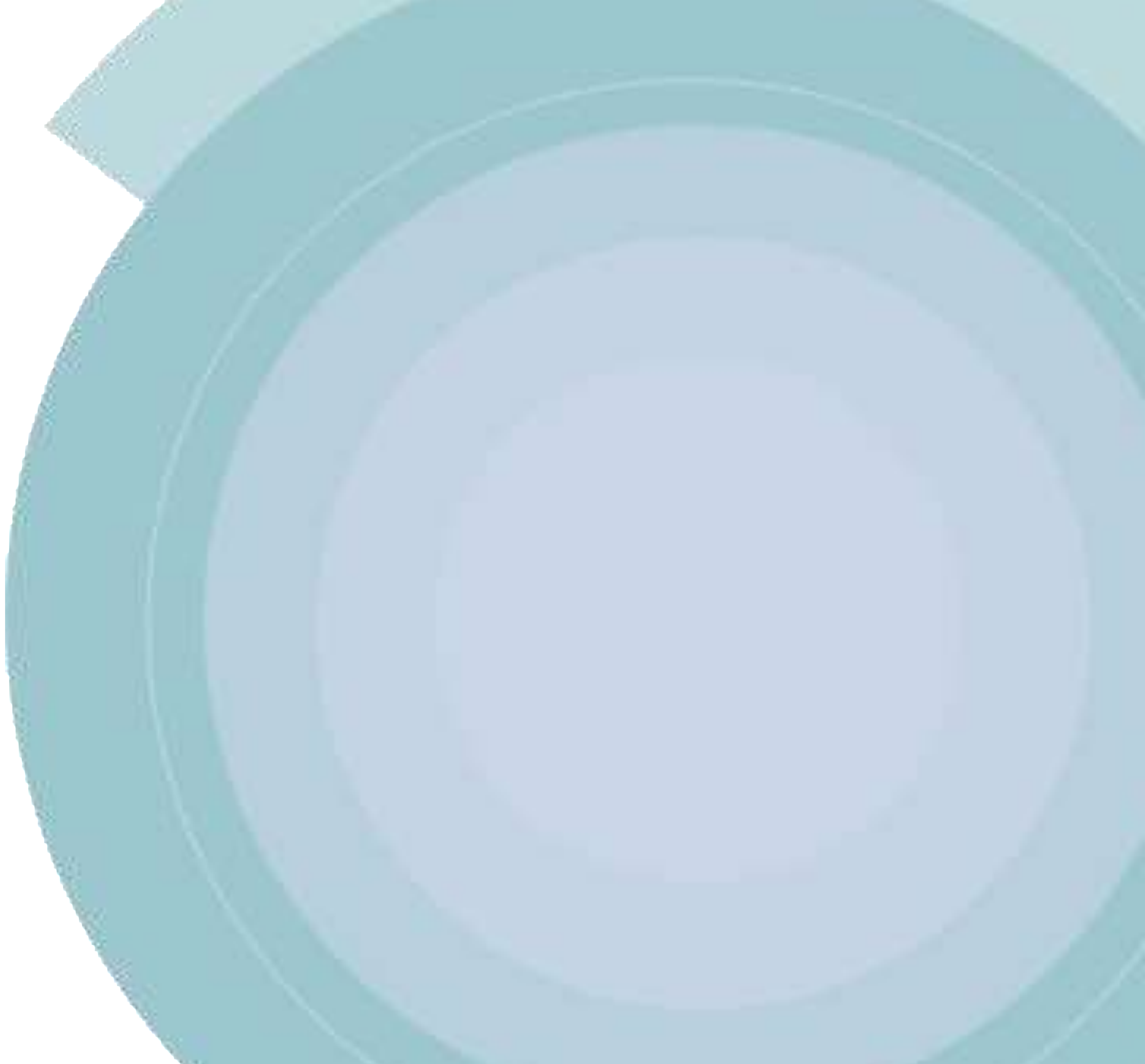
Change Matrix

Categories and Considerations

Initiative Requests will be prioritized using the Change Matrix, which evaluates the following Categories and their Considerations:

- Broader Alignment
 - Existing Roadmap
- User (Customer/CBO) Impact
 - Equity and Access
 - User (Customer) Experience
 - User (CBO) Experience
- Compliance and Security
 - State Policy Compliance
 - Data Privacy
- County Impact
 - Workload Impact
 - Business Process Impact

CalSAWS Learning Exchange



CalSAWS Learning Exchange Sessions

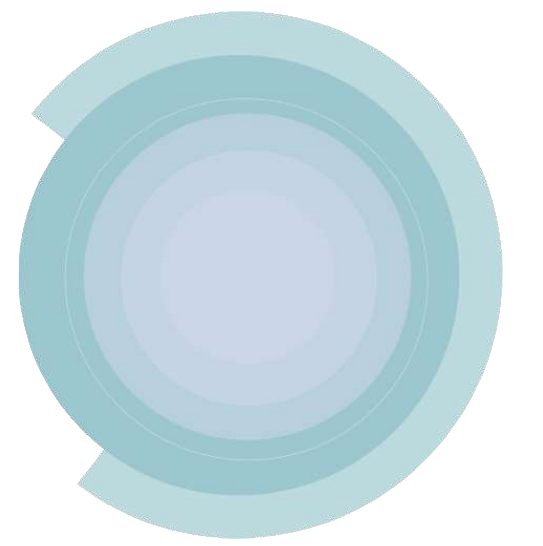


Objective

- CalSAWS Learning Exchange (CLE) sessions provide timely, relevant education for regions on identified topics and allows for Q&A with counties.
- Assess topics ongoing that present challenges for counties and, where appropriate, hold focused CLE sessions to better assist counties in gaining a fundamental understanding of the identified topic(s).
- When possible, the sessions may include willing county partner/s to highlight best practices and lessons learned.

CalSAWS Learning Exchange Sessions

October ABAWD CLE



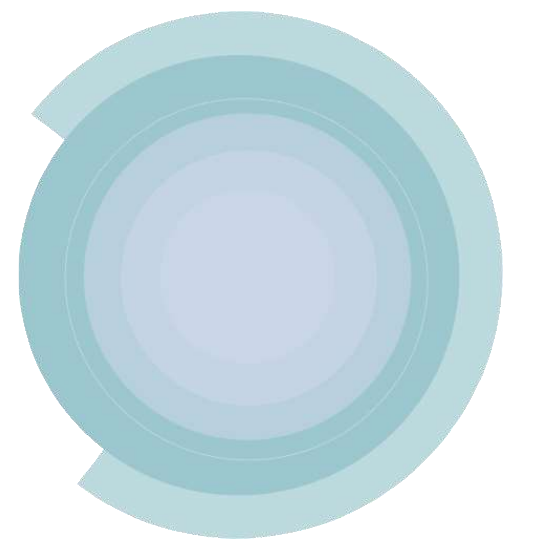
- The October CalSAWS Learning Exchange focused on ABAWD (Able-Bodied Adults Without Dependents) and was held on October 21 and 22, 2025. The session provided counties with an overview of available functionality, including ABAWD Specific Pages, Work Registration Automation, Manual Update Work Registration, Batch Jobs/Journals, ABAWD Time Limits and BenefitsCal Updates.
- **2,091** participants attended
- **55** counties represented
- Sessions also included State Partners (CDSS)

Path to the CalSAWS Learning Exchange session materials:

[CalSAWS Web Portal > Resources > CalSAWS Learning Exchange > ABAWD 10-2025](#)

CalSAWS Learning Exchange Sessions

October ABAWD CLE – Feedback



A lot of information. Had a little trouble hearing the prerecorded demos but overall good information and at a good speed.

Technical issues aside, I think it was very comprehensive and informative.

Awesome! The presenters were great at presenting their sections clearly. The demos were easy to follow along with.

Love the demos and even the time limit screen shots. Super helpful to visually see. Overall good demo for ABAWD.

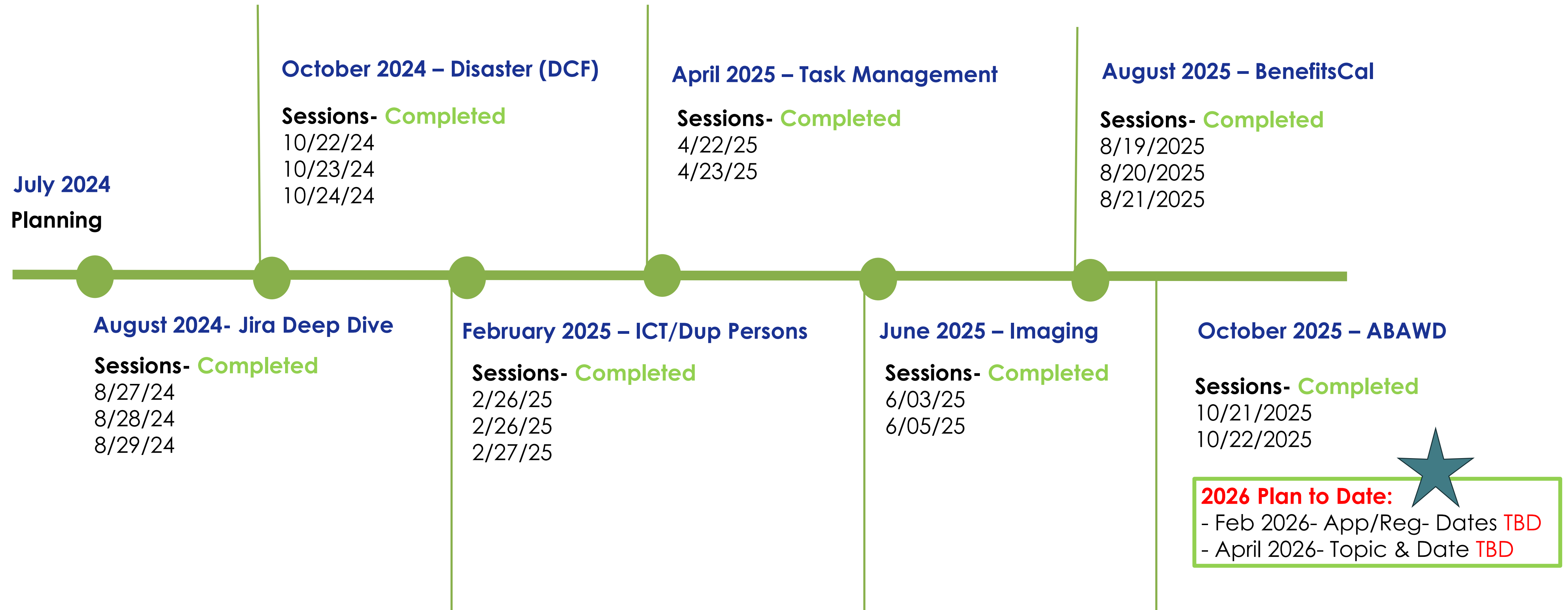
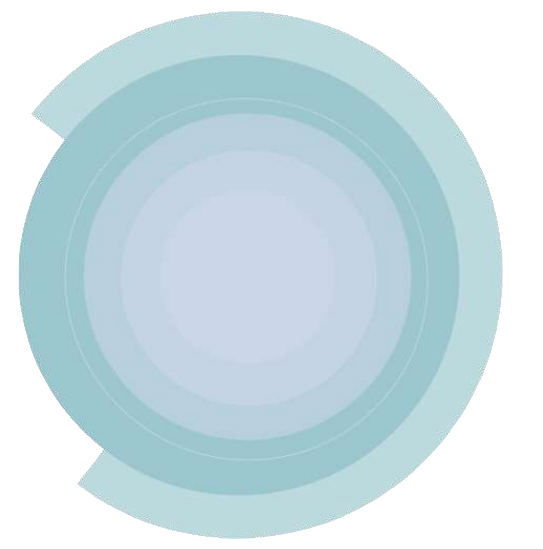
This demonstration was very informative and I will be utilizing this as I'm now going to be working with this program. Thank you for answering questions.

This was great! Took some of the unknown and mystery away. The implementations to Calsaws and updates look amazing. Very well organized, kept my attention and curiosity. Great job!



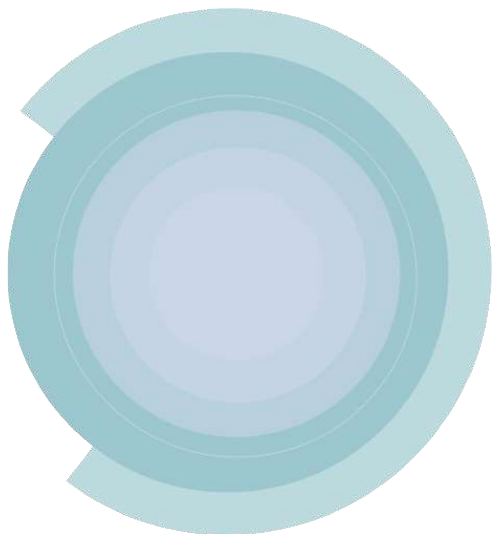
CalSAWS Learning Exchange Sessions

CLE Planning Schedule 2024/2025/2026



CalSAWS Learning Exchange Sessions

CLE Planning Schedule 2026

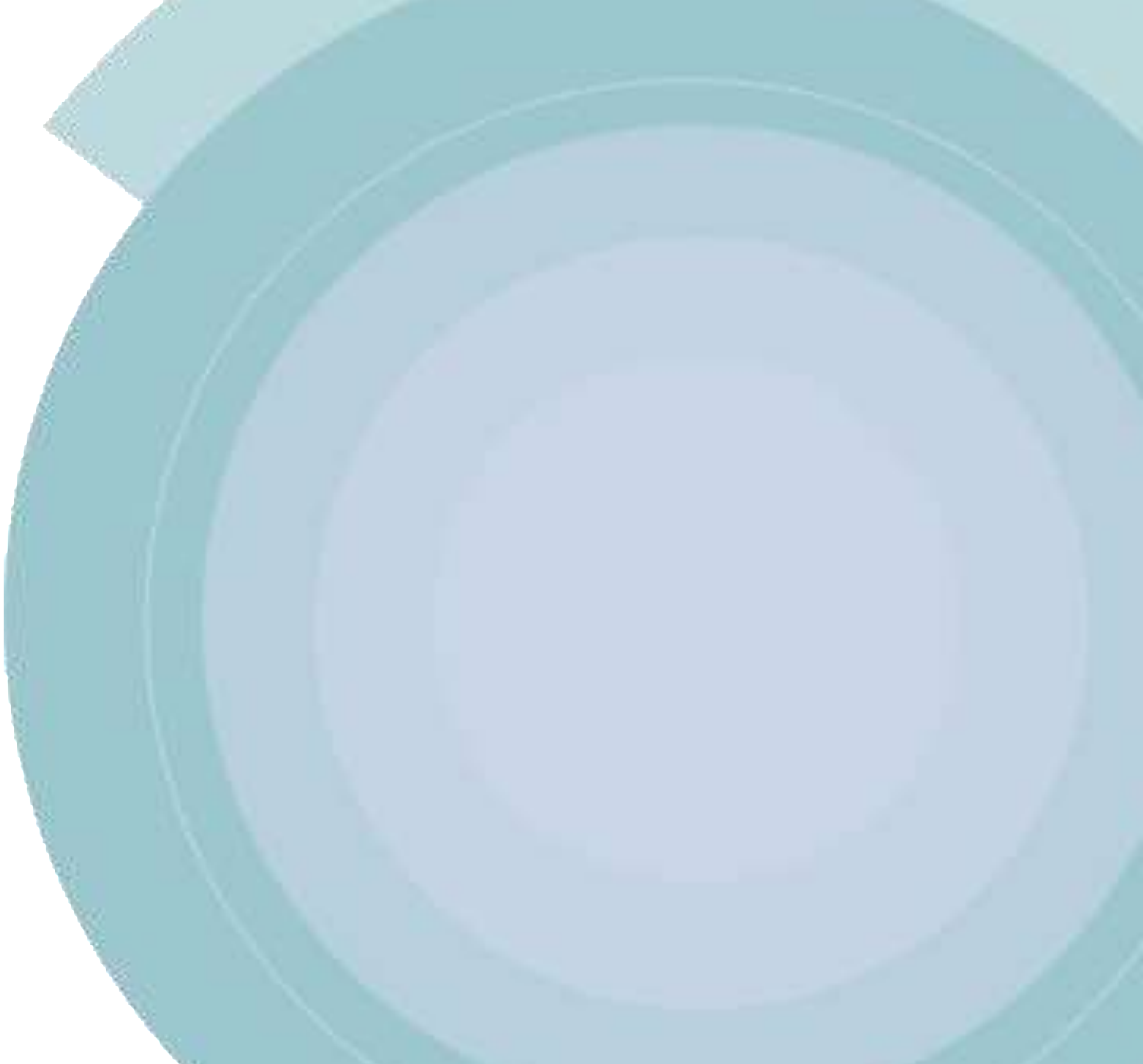


Next Steps

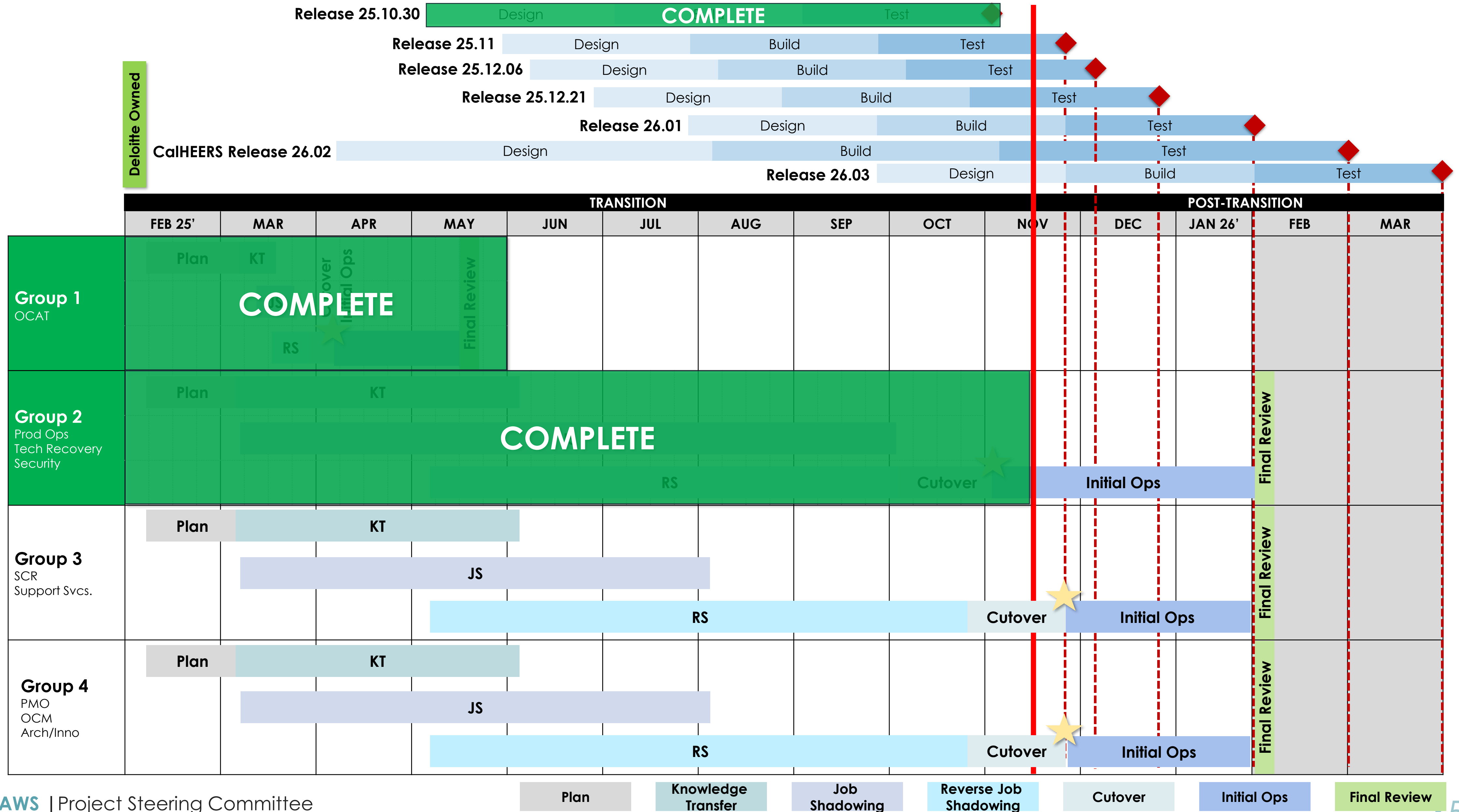
- **Upcoming Sessions-** Counties receive notification of upcoming CLE activities via Broadcast Notifications followed by meeting invites being sent to County PPOCs to forward to their county staff who they believe who benefit from the respective sessions.
- **County Collaboration-** Counties who have valuable best practices, lessons learned, or business processes to share on requested topics are encouraged to let their RMs know they would like to be considered for inclusion in a specific presentation.
- **Request a CLE Topic-** Via Regional Meetings or contacting your region's RM team; include content desired and priority level (Low, Medium, High) for the topic.



Transition Update



M&E Transition-In Timeline



M&E Transition Cutover Progress and Status

As of: 11/11/2025 ■ Complete ■ In Progress ■ Scheduled

Status of cutover preparations

Cutover Group 2

Prod Ops, Tech Recovery, Security

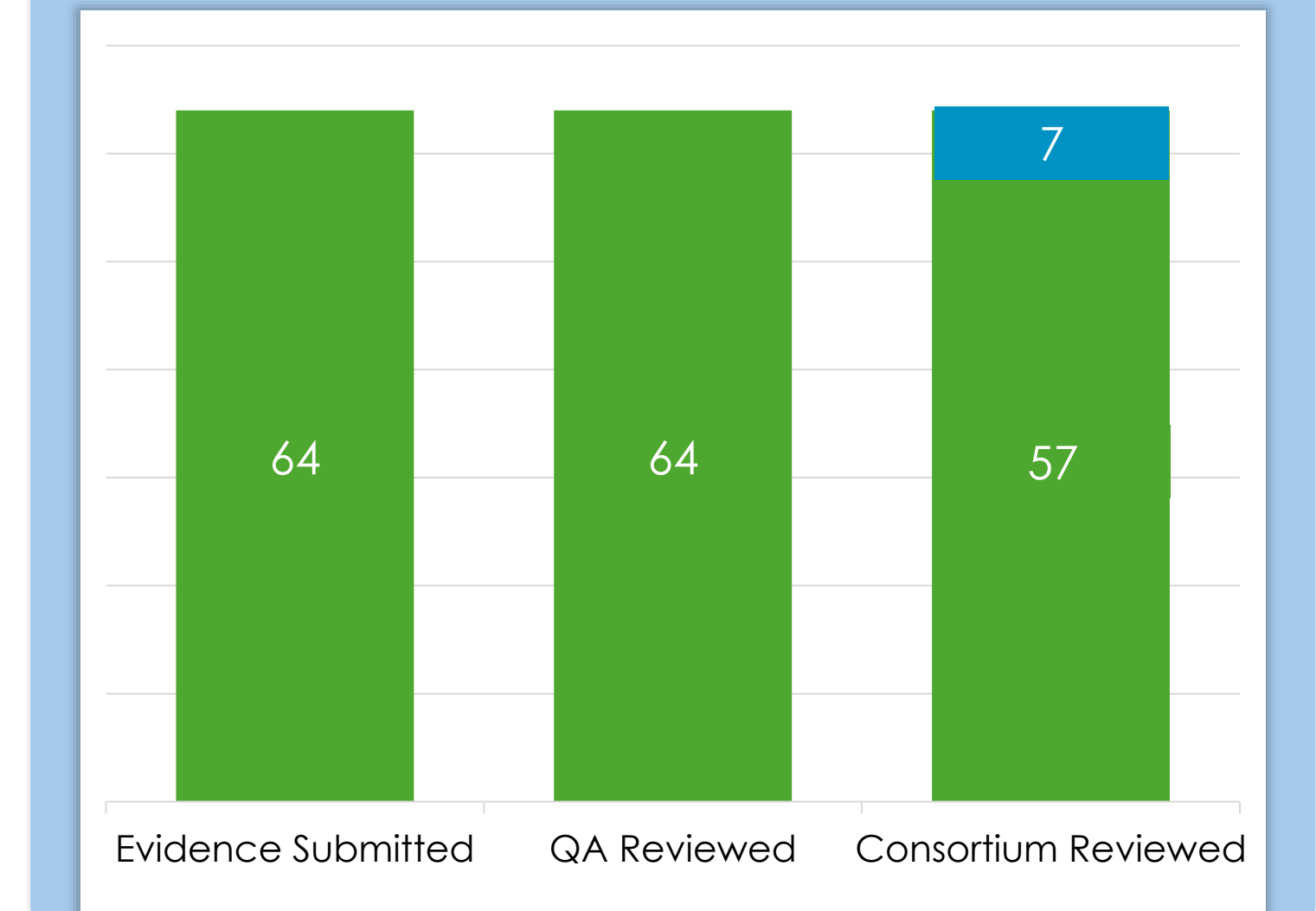
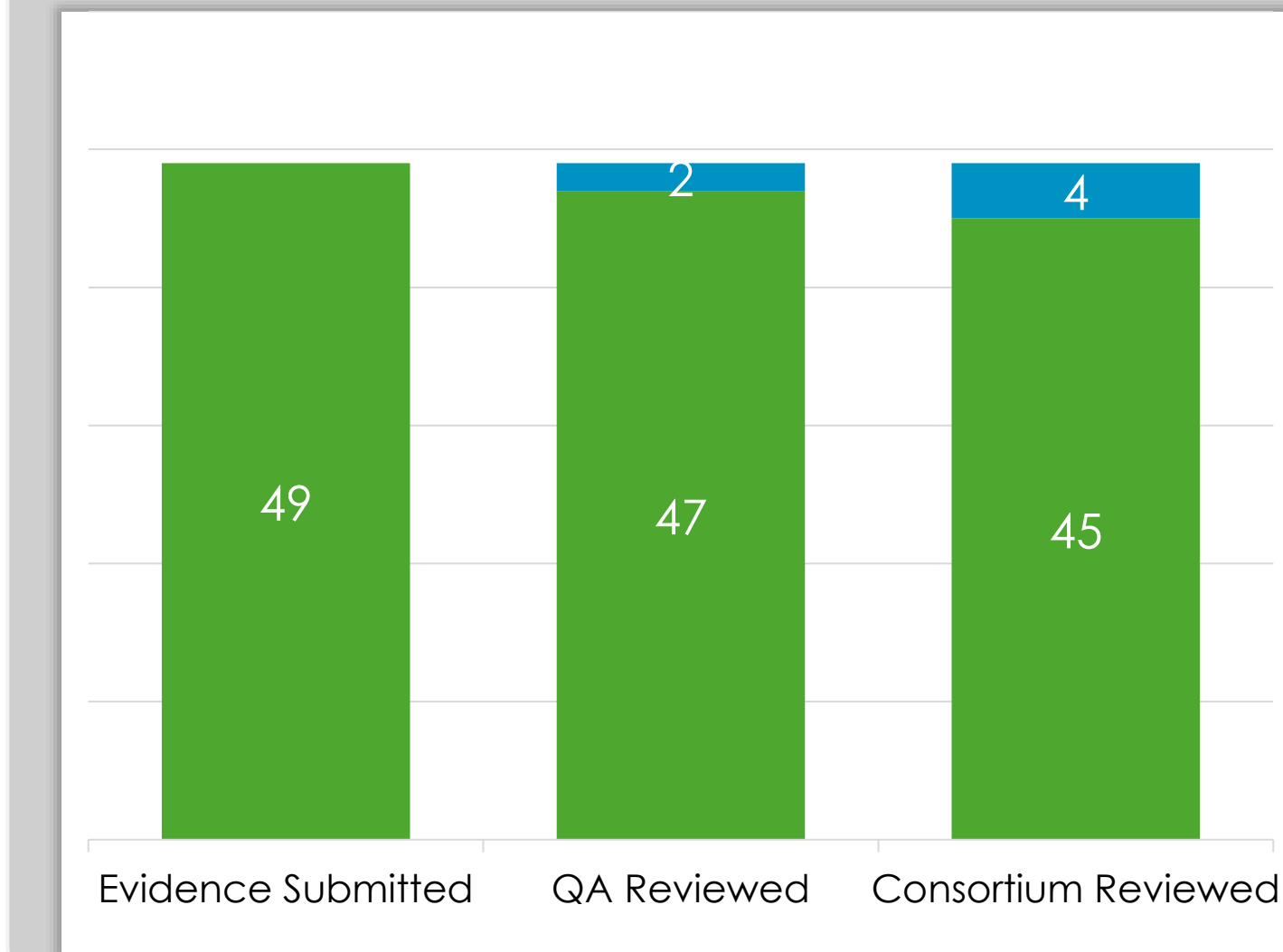
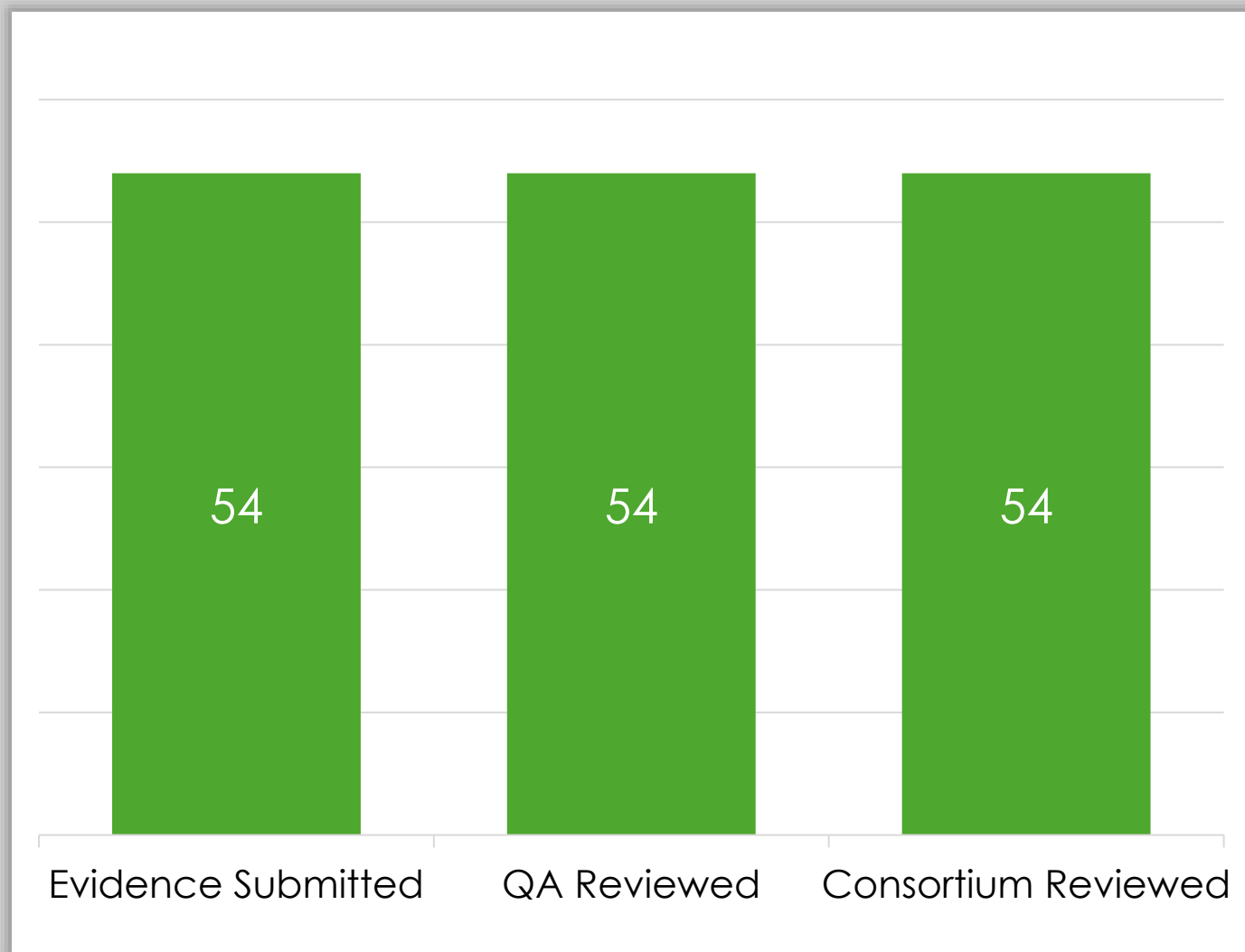
Cutover Group 3

SCR, Support Services

Cutover Group 4

Arch/Inno, Management, OCM

Readiness Evidence Review Progress



KT / JS / RS Status

- **KT:**
 - **69/69 (100%) KT Complete**
- **JS:**
 - **107/107 (100%) JS Complete**
- **RS:**
 - **53/54 (99%) RS Complete**
 - 1RS for Prod Ops to complete post cutover

- **KT:**
 - **158/163 (97%) KT Complete**
 - Reports PBDS, CDSS/DHCS Adhoc/SIRFRA Data Request
- **JS:**
 - **97/101 (96%) JS Complete**
 - 4 FCED CARES
- **RS:**
 - **38/38 (100%) RS Complete**

- **KT:**
 - **31/31 (100%) KT Complete**
- **JS:**
 - **43/43 (100%) JS Complete**
- **RS:**
 - **12/12 (100%) RS Complete**

M&E Release Dashboard

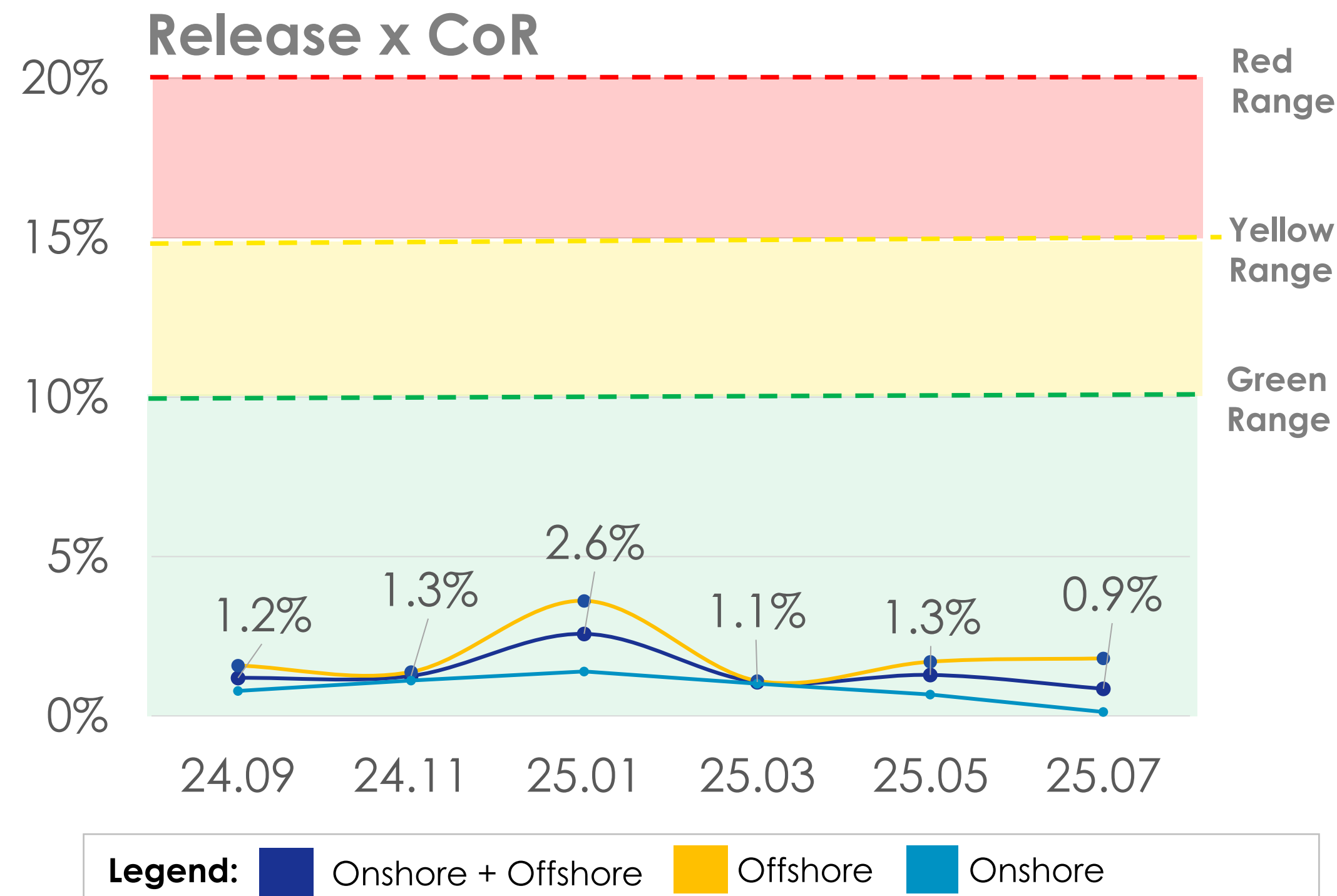
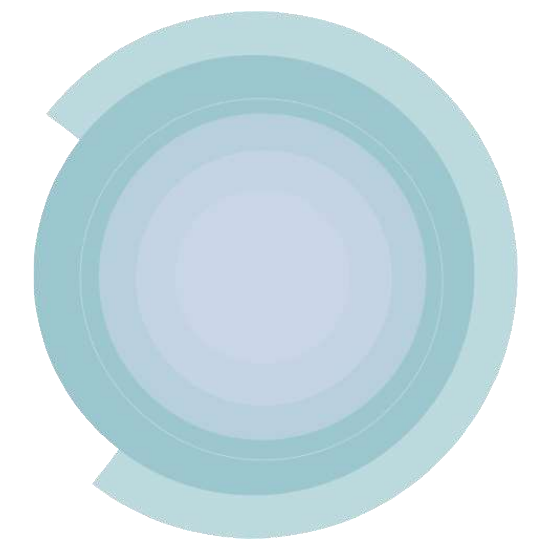
As of: 11/10/2025

Release	DESIGN	DESIGN APPROVAL	BUILD	TEST	Notes
Baseline Release					
25.11 23 SCRs 606 Test Cases 11/23/2025	100%	100%	100%	96%	- System testing in-progress for 1 late add and 1 content revision SCR.
26.01 54 SCRs 270 Test Cases 1/25/2026	91%	91%	39%	0%	- Design nearing completion and build in-progress.
26.03 116 SCRs 0 Test Cases 3/22/2026	46%	46%	0%	0%	-Design in-progress.
CalSAWS-CalHEERS Release					
26.02 3 SCRs 25 Test Cases 2/22/2026	100%	100%	100%	0%	- Integration Testing with CalHEERS in progress.
26.06 8 SCRs 0 Test Cases 6/14/2026	50%	0%	0%	0%	- Design including CalHEERS JAD sessions are in progress.
Priority Release					
25.10.30 4 SCRs 112 Test Cases 10/30/2025	Complete				- PROD deployment and validations successfully complete on 10/30/2025. - No release-related issues observed so far.
25.12.06 8 SCRs 6 Test Cases 12/7/2025	50%	25%	0%	0%	- Build in progress for SSA COLA DCR - SSA COLA run moved to 12/13/2025 due to the delay in receiving all the COLA values.
25.12.21 14 SCRs 261 Test Cases 12/21/2025	79%	29%	29%	61%	- Testing in progress with the CH team for the 2 May Revise SCRs(61% test cases executed with 80% first pass rate).

Quarterly Performance Trends

CalSAWS Quarterly Statistics

CalSAWS Application Release Quality Metrics



TYPICAL RANGES

GREEN: The amount of time being spent on rework is lower than expected. This will enable the project to be completed faster and more efficiently.

AMBER/RED: The amount of time being spent on rework is higher than expected. This may impact the delivery schedule.

Cost of Rework (CoR) is the ratio of effort spent performing rework on deliverables to the total effort to Date

$(\text{Actual Rework effort Hours} / \text{Actuals To Date Hours}) * 100$

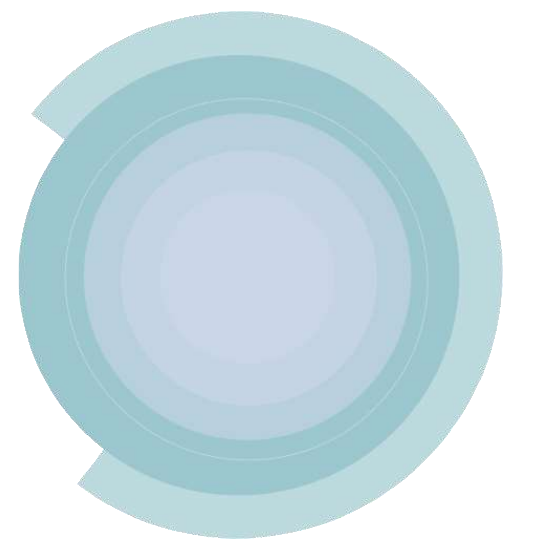
The combined onshore and offshore CoR for CalSAWS code release deployment remains low across releases indicating high quality releases with the additional offshore team

The CoR line graph may increase for the releases if additional defects are found in the future

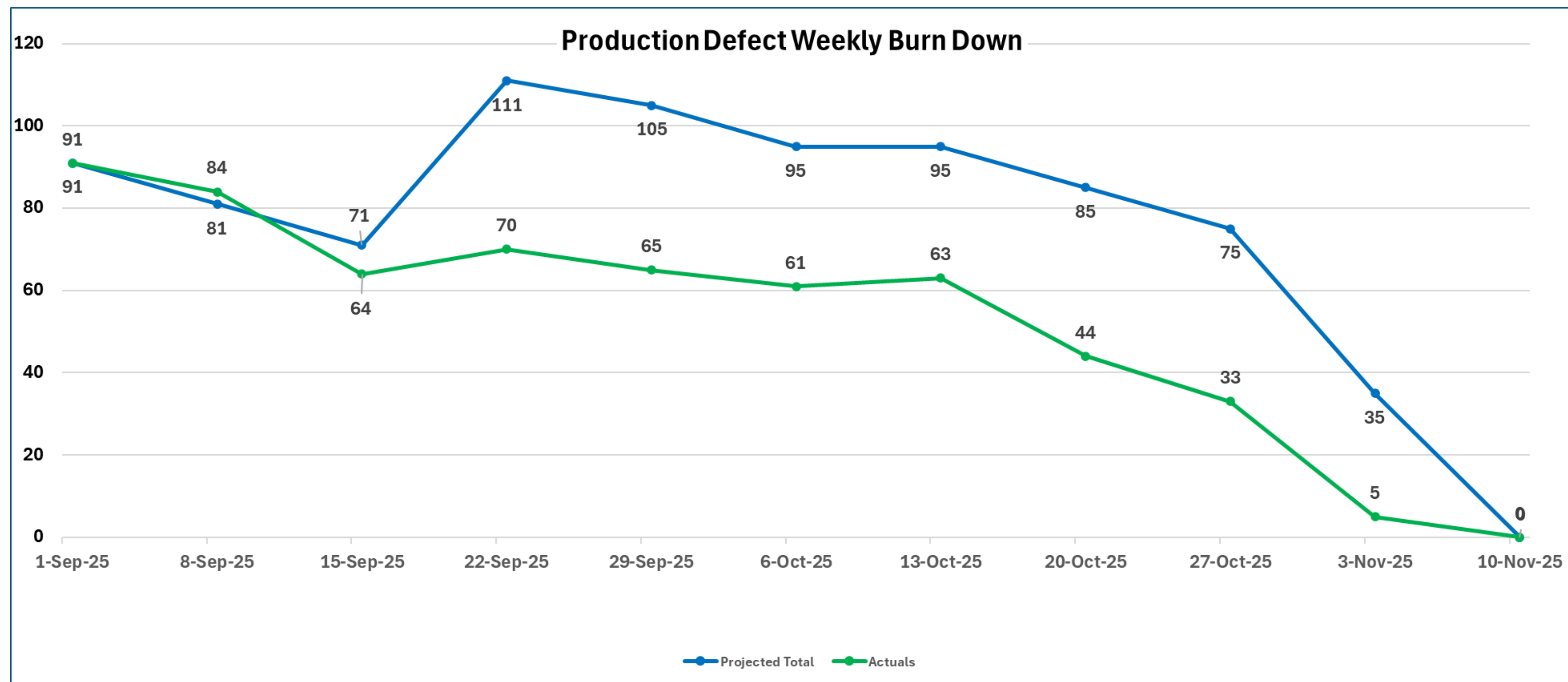
New releases are added after the next release Go-Live and an analysis can be conducted on the previous release. For example, 25.09 COR numbers will be available after 25.11 goes live

CalSAWS Quarterly Metrics

Production Defects Backlog

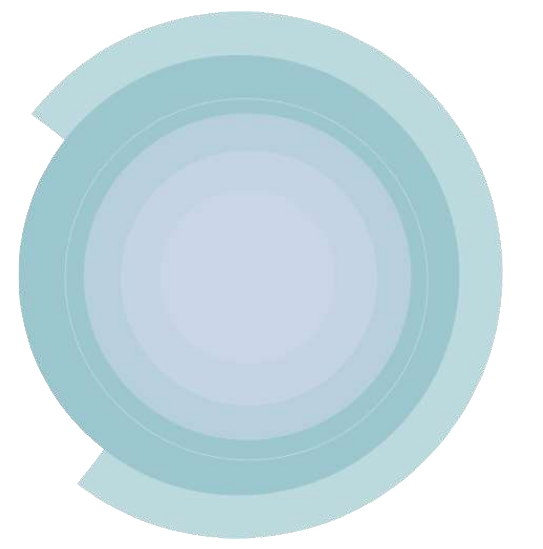


Per Contract, all Open Production deficiencies identified by October 24, 2025, have been resolved by the Accenture Team. Last Accenture deployment was on November 6, 2025



CalSAWS Quarterly Metrics

Production M&E SLA Metrics



Perf Req #	LD Applies	Performance Requirement Title	Aug	Sept	Oct*	Nov**
1		Monthly Off Prime Business Hours Availability	✓	✓	✓	✓
2		Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	✓	✓	✓	✓
3		Monthly Deficiency Notification Response Time	✓	✓	✓	✓
4		Monthly Helpdesk Diagnosis Time	✓	✓	✓	✓
5	✓	Daily Peak Usage Hours Availability	✓	✓	✓	✓
6	✓	Daily Prime Business Hours Availability	✓	✓	✓	✓
7	✓	Daily Peak Usage Hours ED/BC Response Time	✓	✓	✓	✓
8	✓	Daily Prime Business Hours ED/BC Response Time	✓	✗	✓	✓
9	✓	Daily Peak Usage Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓
10	✓	Daily Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓
11	✓	Daily Batch Production Jobs Completion	✓	✓	✓	✓
12		Daily Off Prime Business Hours ED/BC Response Time	✓	✓	✓	✓
13		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓
14		Daily Unbounded Search Response Time	✓	✓	✓	✓
15		Daily Prime Business Hours Availability of CalSAWS Training Environments	✓	✓	✓	✓
16		Daily Peak Usage Hours Standard Report Response Time	✓	✓	✓	✓
17	✓	Security Incident Notification	✓	✓	✓	✓
18	✓	Security Incident Reporting	✓	✓	✓	✓
19	✓	Security Incident Negligence	✓	✓	✓	✓

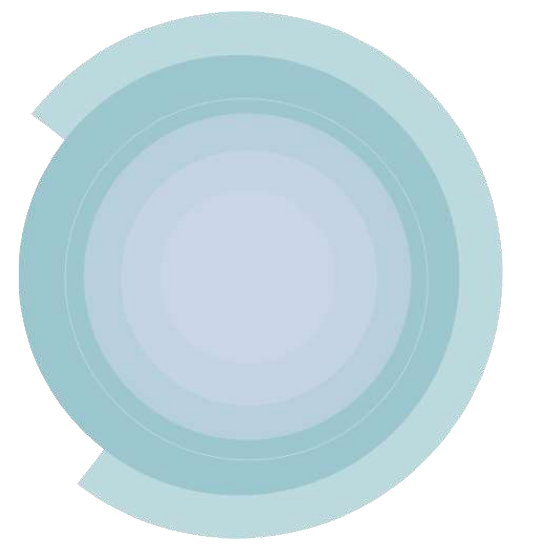
*October and November SLA Metrics are still being formally reviewed
 **November metrics are only through November 9, 2025, when M&E Cutover formally took place

Legend: ✓ SLA Met ✗ SLA Not Met ✓ LD Applies



CalSAWS Quarterly Metrics

Production Infrastructure Performance Metrics



Perf Req #	Performance Requirement Title	Aug	Sep	Oct*
1	Daily Prime Business Hours Availability	✓	✓	✓
2	Monthly Prime Business Hours Availability, Non-Production Environments	✓	✓	✓
3	Monthly Off Prime Business Hours Availability	✓	✓	✓
4	Local Repair Services	✓	✓	✓
5	Daily Prime Business Hours Availability of CalSAWS Training Environments	✓	✓	✓
6	Monthly Deficiency Notification Response Time	✓	✓	✓
7	Monthly Service Desk Diagnosis Time Tiers 1 and 2	✓	✓	✓
8	Daily Prime Business Hours Standard Report Response Time	✓	✓	✓
9	Disaster Recovery Response Time	✓	✓	✓
10	Failure to Complete Access Control Audits	✓	✓	✓
11	Security Information and Event Management System Uptime	✓	✓	✓
12	Scheduled Asset Inventory Audits	✓	✓	✓
13	Completion of Root Cause Analysis	✓	✓	✓
14	Privileged Access Audit	✓	✓	✓
15	Security Vulnerability Scans	✓	✓	✓
16	Security Incident Notification	✓	✓	✓
17	Security Incident Reporting	✓	✓	✓
18	Security Incident Negligence	✓	✓	✓

Liquidated damages apply to all Infrastructure SLAs

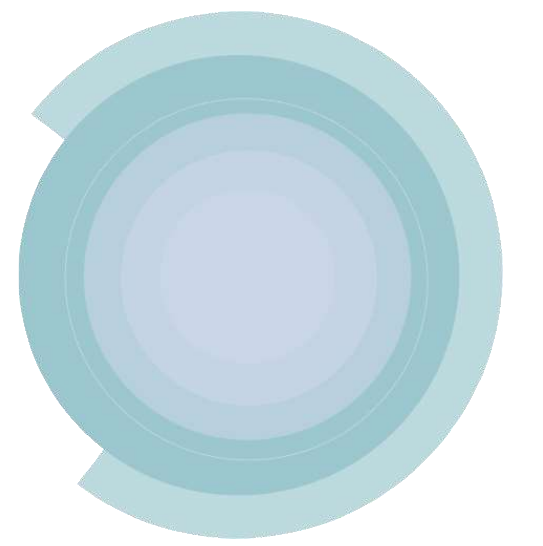
* Performance Metrics are still being formally reviewed

Legend: ✓ SLA Met ✗ SLA Not Met



Hyland Quarterly Metrics

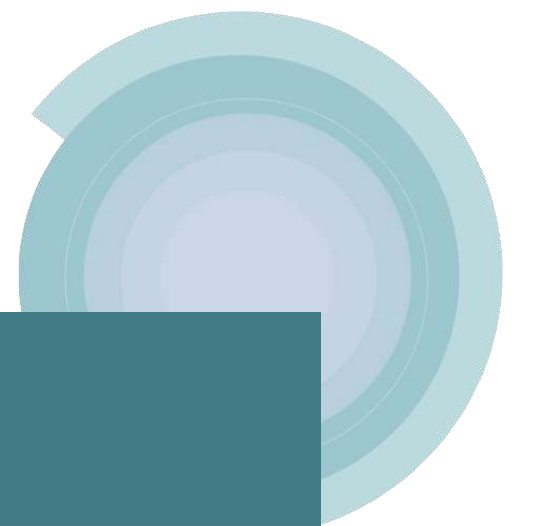
Hyland Imaging Performance Metrics



Performance Requirement Title	Performance Average Aug-Oct 2025	Monthly Target	SLA Met
Uptime	100.00%	99.90%	✓
Page Views	99.33%	90%	✓
Database Transactions	99.98%	90%	✓
Brainware Processing	99.49%	97%	✓
Technical Resources Response Time	0	>30 minutes	✓

Legend: ✓ SLA Met ✗ SLA Not Met

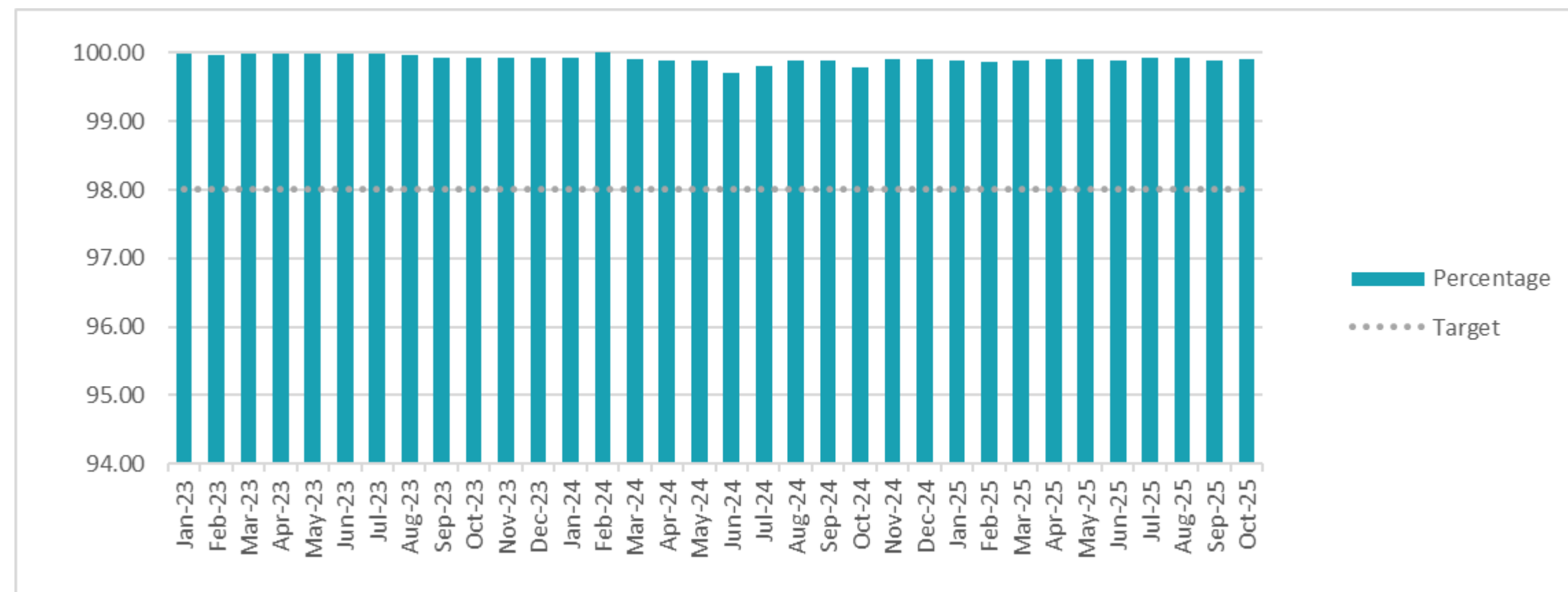
BenefitsCal Performance Metrics



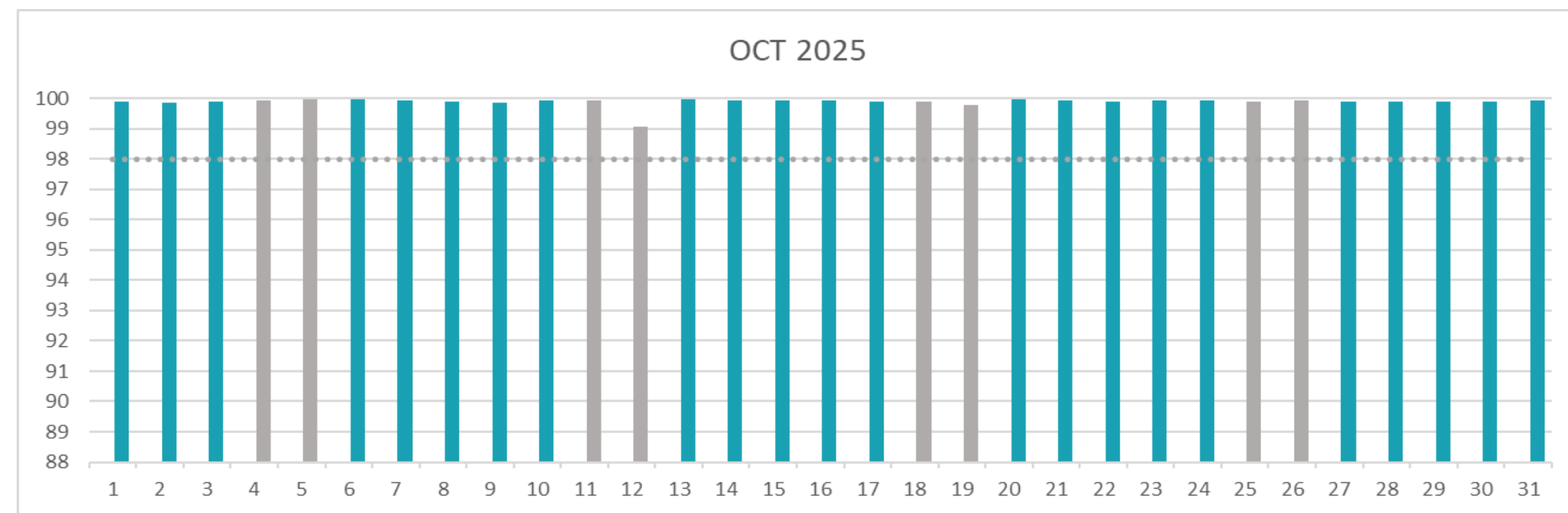
SLAs and Performance

SLA #1: Daily Online Transactions – inquiry screens (bounded)
Target: 98% with an average response time < 2 seconds
Actual: **Exceeded daily online transaction (bounded) response time at no less than 99.90%** since January 2023.
 Measured daily and reported on Monthly.

Monthly View: Jan 2023 – Oct 2025

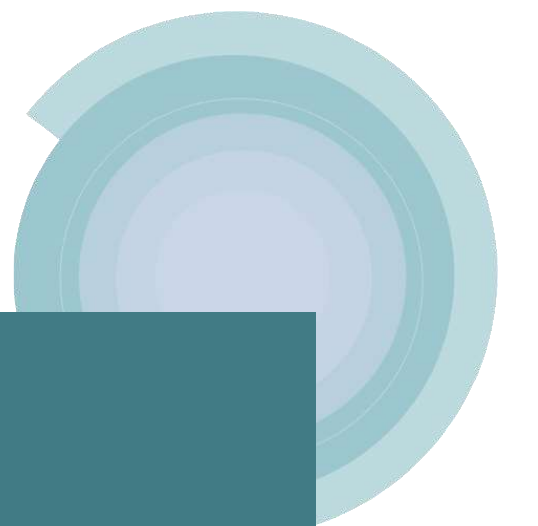


Daily View: Oct 2025



Legend: ■ Target Met ■ Target Not Met ■ Weekend

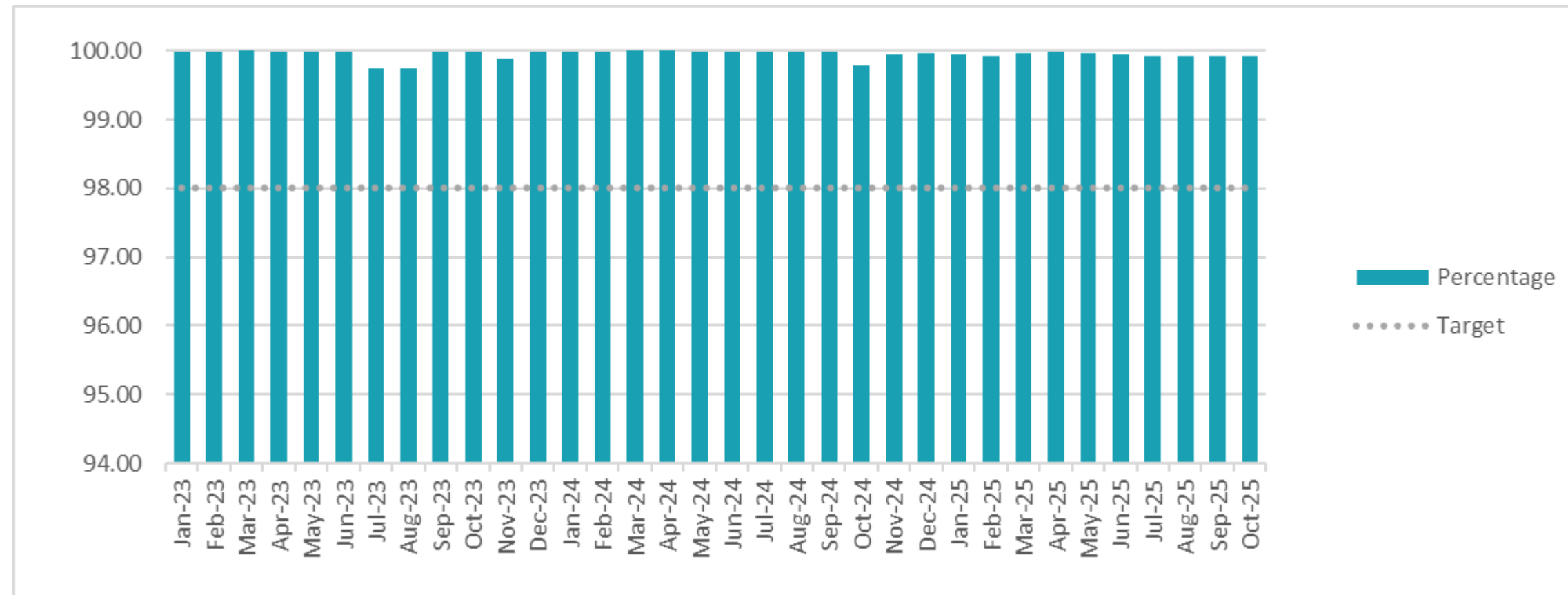
BenefitsCal Performance Metrics (continued)



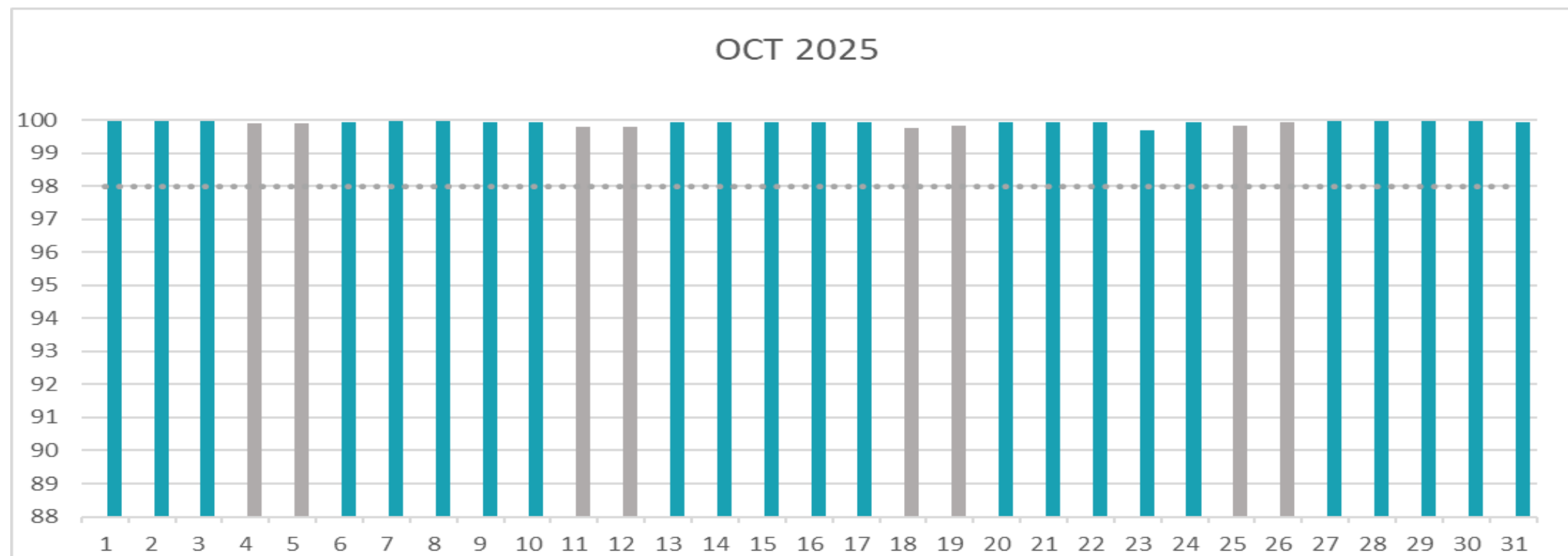
SLAs and Performance

SLA #2: Daily Online Transactions – inquiry screens (unbounded)
Target: 98% with an average response time <10 seconds
Actual: **Exceeded daily online transaction (unbounded) response time at no less than 99.92% since January 2023.**
 Measured daily and reported on Monthly

Monthly View: Jan 2023 – Oct 2025

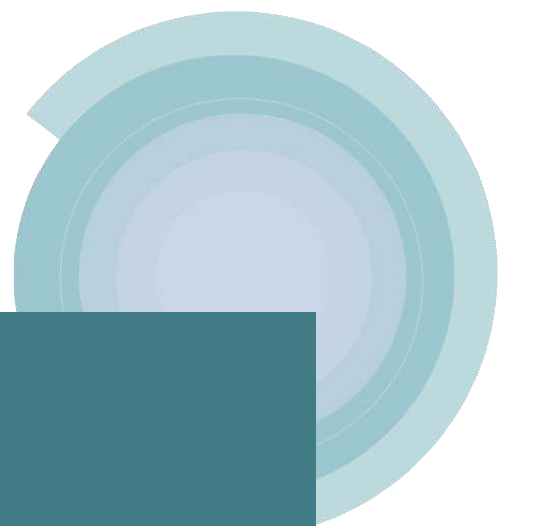


Daily View: Oct 2025



Legend: ■ Target Met ■ Target Not Met ■ Weekend

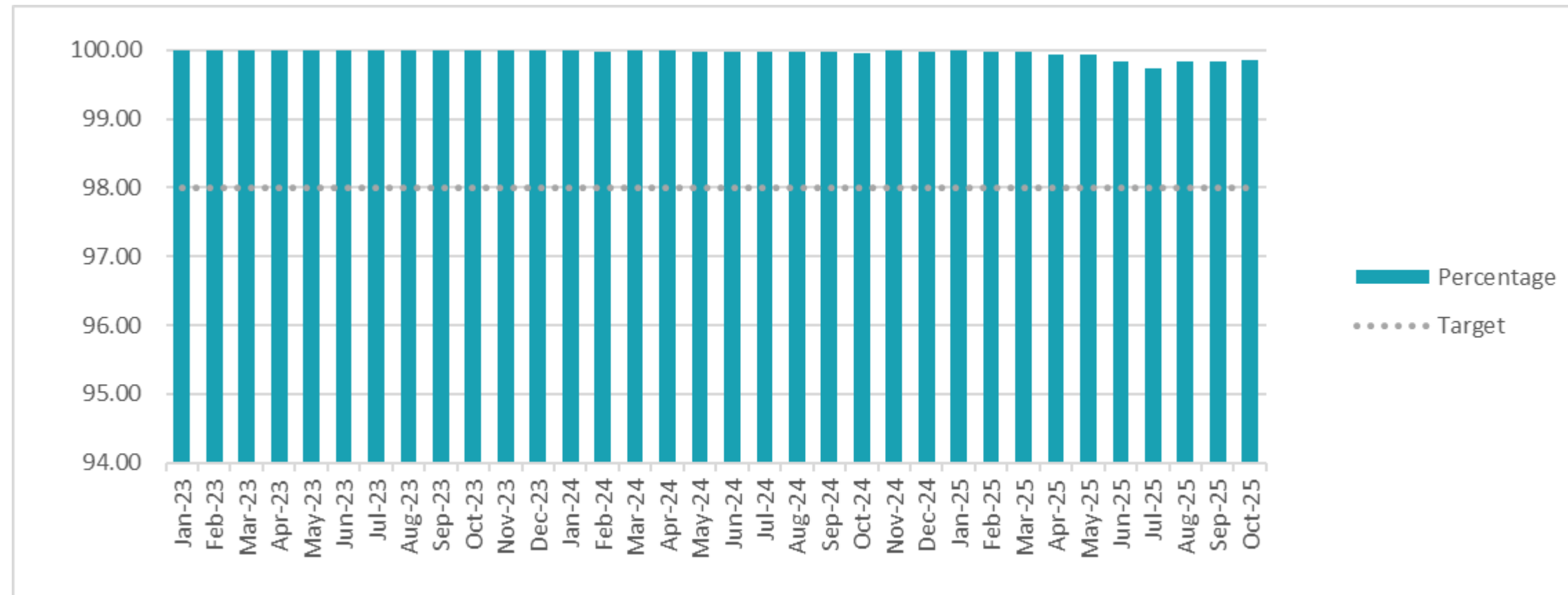
BenefitsCal Performance Metrics (continued)



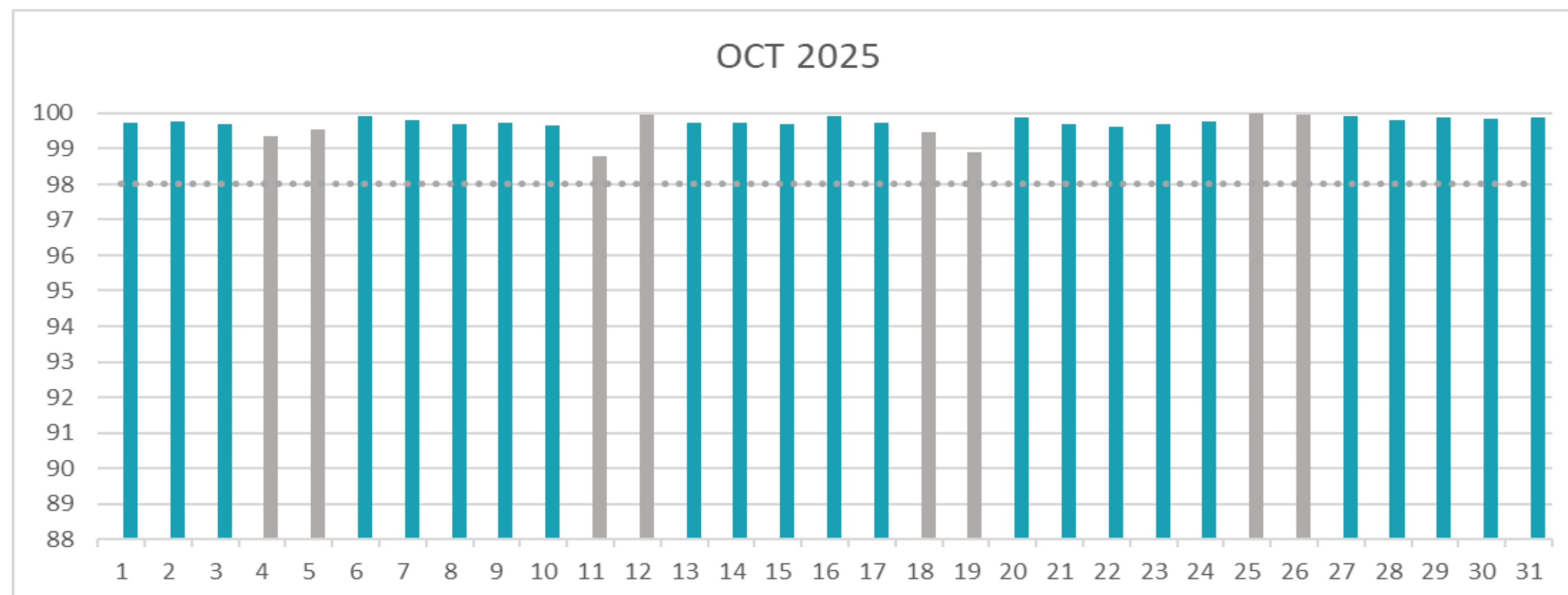
SLAs and Performance

SLA #3: Daily BenefitsCal Hosted API Transactions
Target: 98% with an average response time <2 seconds
Actual: **Exceeded daily API transaction response time at no less than 99.84% since January 2023.**
 Measured daily and reported on Monthly

Monthly View: Jan 2023 – Oct 2025



Daily View: Oct 2025



Legend: ■ Target Met ■ Target Not Met ■ Weekend

State Partners Updates



State Partners Updates

Adjourn Meeting